

Staff Briefing



# Taxicab and Livery Vehicle Regulation

June 19, 2008

Legislative Program Review  
& Investigations Committee

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# Introduction

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## Taxicab and Livery Vehicle Regulation

This briefing report provides descriptive background information for the current Legislative Program Review and Investigations (PRI) Committee study of taxicab and livery vehicle regulation, a study approved by the committee on March 27, 2008. The purpose of the study is to:

- determine the appropriate level of regulation for taxicabs and livery service;
- address issues left unresolved by the taxicab task force established by P.A. 06-133, including operational, administrative, and governance issues related to the taxicab industry (See Appendix A for a copy of the 2006 Taxi Industry Task Force report); and
- review a specific subtype of livery service: the medical transporters that provide nonemergency medical transportation to Medicaid clients through the Department of Social Services.

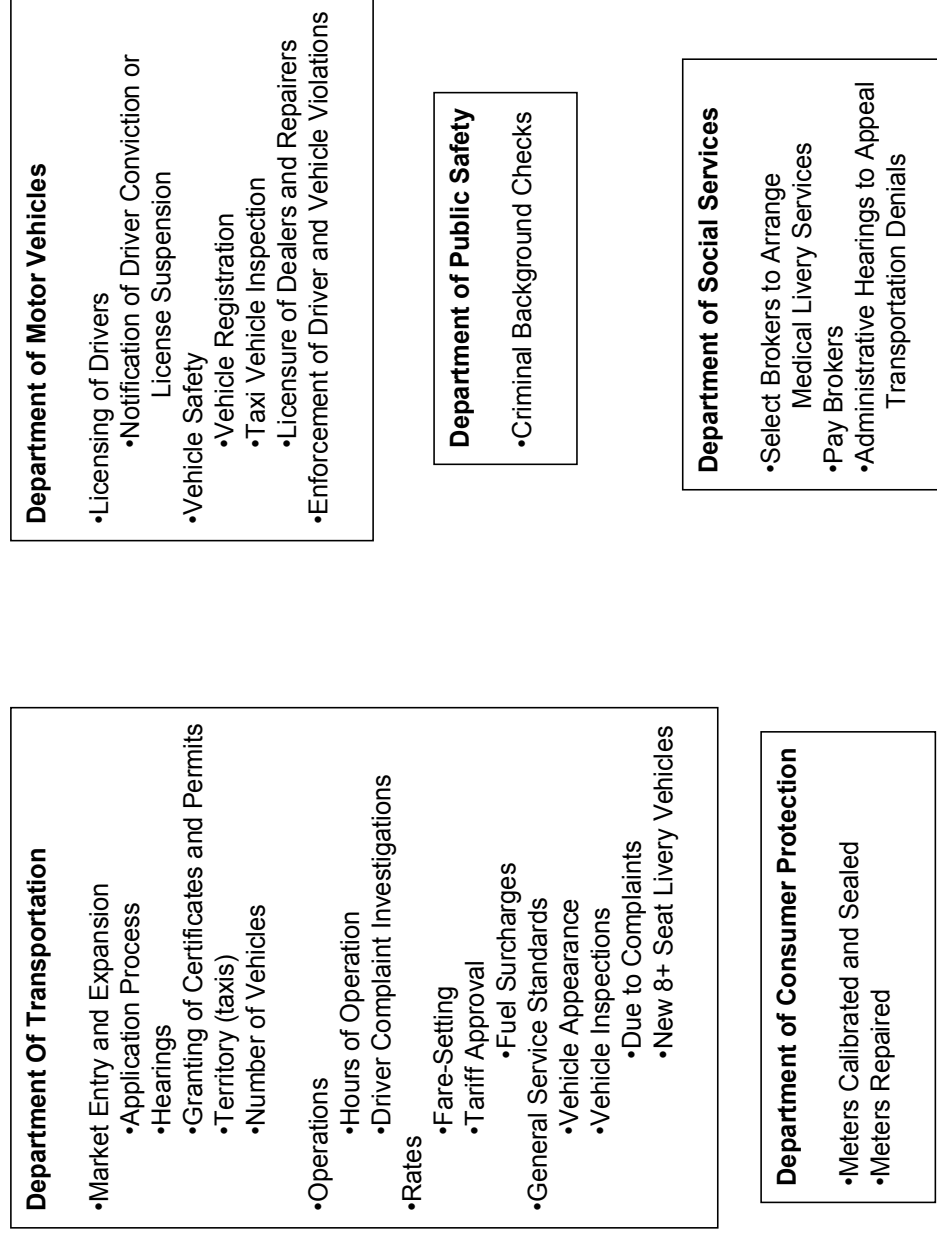
This report will be presented to the committee on Thursday, June 19, 2008, at 1:00 p.m., in part to provide the committee with background prior to the informational public hearing on this study topic to be held later that day at 2:30 p.m. Study findings and any proposed recommendations will be presented for committee consideration toward the end of the year.

Connecticut state government has regulated certain economic aspects of taxicabs and livery service since the 1920s and 1930s, primarily through limiting entry into the market and controlling rates charged. Certain service and safety requirements are also tied to the authorization to operate. Taxis and livery service are considered common carriers providing a public good, required to be available to the public. Previously regulated as public service companies by the Department of Public Utility Control, the economic regulatory jurisdiction was transferred to the Department of Transportation in 1979.

The underlying economic theory for regulating an industry in terms of entry and rates is that because of factors related to the industry, the free market pressures of supply and demand cannot adequately meet the public need at competitive prices. The last 30 years have seen many formerly regulated industries deregulated. Debate about how and if taxicabs in particular should be regulated has also occurred, with some jurisdictions moving to deregulation with varying results. Connecticut is virtually unique in that it regulates taxicabs and livery vehicles on a statewide level; most are regulated locally by municipalities.

Related regulation focusing on public safety in regard to taxis and livery service is the responsibility of the Department of Motor Vehicles (DMV), which regulates taxicab vehicle inspection and registration, and taxicab and livery driver licensure. In total, there are currently five state agencies involved in regulating the taxicab and livery industry. Their roles are summarized in Figure 1.

**Figure 1. State Agencies Regulating Taxicabs and General and Medical Liveries**



**Taxicabs vs. livery services.** There are around 100 taxicab companies and 300 intrastate livery companies in Connecticut. Taxicabs are motor vehicles required to have meters and be available to pick up any passenger that hails or calls the taxicab company for service. In contrast, livery services do not have meters and are defined in statute as businesses that transport passengers for hire (C.G.S. Sec. 13b-101), such as limousines and medical transporters.<sup>1</sup> As described in this report, there are similarities and differences among the regulation of taxicabs and livery services. A specific subtype of livery service -- medical liveries that provide nonemergency medical transportation to Medicaid clients through the Department of Social Services -- is also reviewed in this study.

## **Report Organization**

This briefing report has four sections. A description of the taxicab industry including market entry, operation of the business, drivers, companies, rates, and general safety and service is provided in Section I. Section II describes the intrastate livery industry, examining aspects similar to those reviewed in the taxicab industry section. Section III discusses the medical livery transportation provided through DSS contracts with brokers. Finally, Section IV outlines some of the apparent issues in the taxicab, livery vehicle, and medical livery industry that will be further examined as the study progresses.

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<sup>1</sup> The livery vehicle industry is divided into *interstate* livery vehicles and *intrastate* livery vehicles, the latter of which is the focus of this program review study. Aside from the ability to transport passengers across state lines, interstate livery vehicles fall under federal authority, including the receipt of U.S. DOT numbers, and intrastate regulation under state of Connecticut authority.

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## Taxicabs

State statute and regulations establish the requirements under which taxicabs must operate in Connecticut. This section describes these requirements, including those related to market entry, operation of taxicab business, rates of fare, and general safety and service standards. How the regulations are carried out and other related information is also provided.

### Market Entry

**Statutory requirements.** State statute requires that anyone interested in operating a taxicab is required to apply to the Department of Transportation to obtain a certificate of public convenience and necessity (C.G.S. 13b-97(a)). A taxi certificate authorizes an individual or business to operate a specified number of taxicabs to provide taxi services in specifically identified towns (i.e., territory) in Connecticut. The certificate attests that the public's convenience and necessity require the operation of the specified number of taxicabs for the transportation of passengers within those specified towns. The burden is on the applicant to show a need in the requested territory.

A certificate holder may transport passengers between all points within the authorized territory. The certificate holder may also transport passengers from any point within the taxicab territory to any point outside the territory, or from a point outside the territory back to a point within the territory. However, the certificate holder is prohibited from transporting passengers between two points outside the authorized territory.

Certificates are only issued to suitable companies. The applicant attempting to enter the taxicab business and obtain a certificate of public convenience and necessity must prove his or her suitability considering the following as specified in statute:

- the applicant's background (safety, motor vehicle or criminal violations);
- number of taxicabs to be operated under the certificate;
- adequacy of the applicant's financial resources;
- adequacy of insurance coverage and safety equipment; and
- availability of qualified drivers.

To assess the applicant's background, DOT must request a state criminal history records check for any persons or any officer applying for a certificate from the State Police Bureau of Investigation (SPBI). DOT must also arrange for the fingerprinting of any person or officer of an entity applying for a certificate and forward the fingerprints via the state police to the FBI for a national criminal history check for any federal conviction relative to safety, motor vehicle or criminal violations.

**Process.** Figure I-1 shows the application and hearing process required by statute to operate a new taxicab company. Applicants specify in which towns or cities they wish to operate their taxicab companies. This represents the territory in which they may pick up passengers.

The initial application is received and handled by the DOT Bureau of Public Transportation Regulatory and Compliance Unit. The Regulatory and Compliance Unit is responsible for the application process, including analysis of the financial viability of the applicant. The Regulatory and Compliance Unit works with the applicant to complete the required paperwork including:

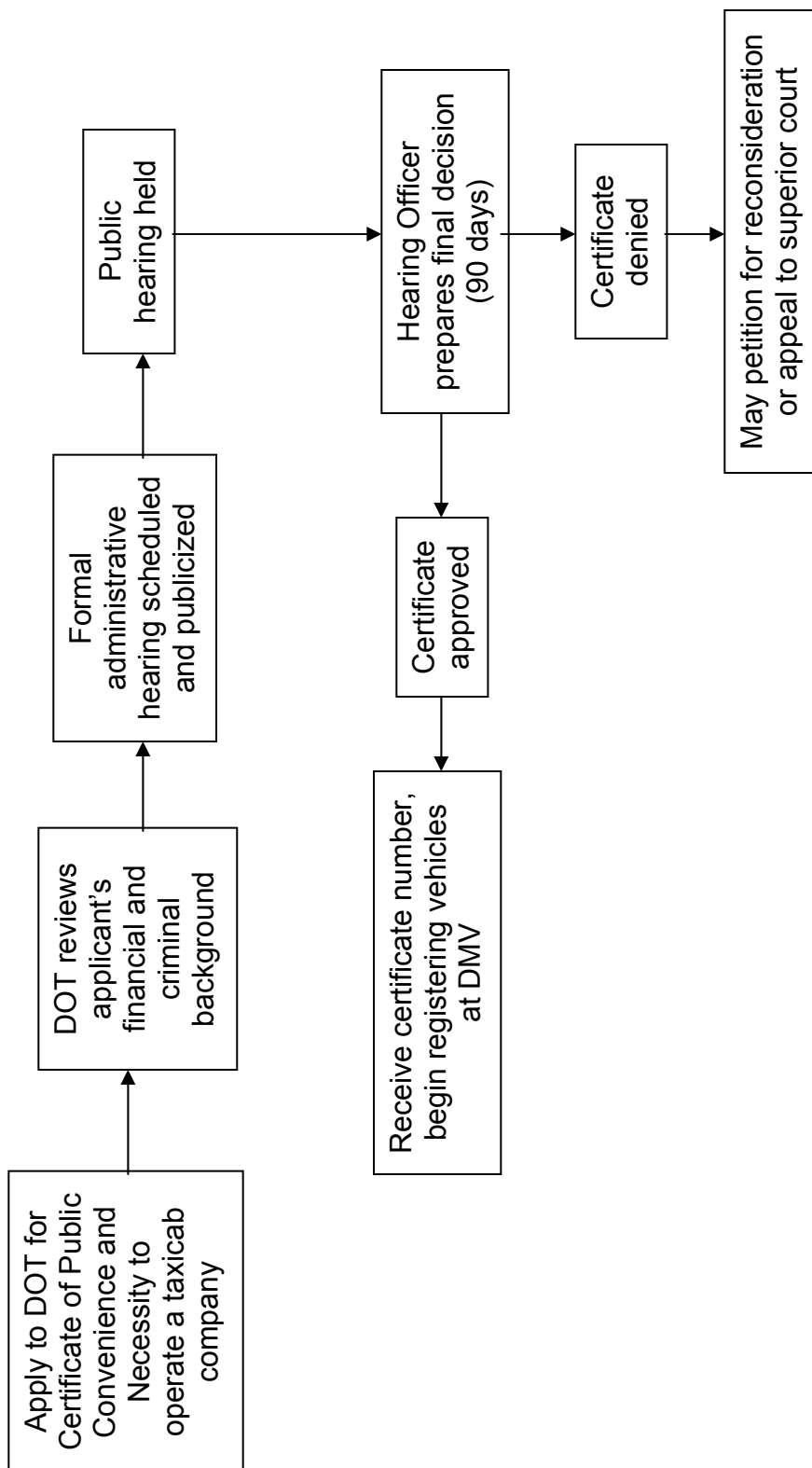
- \$88 application fee;
- list of corporate officers or limited liability company members;
- two finger print cards (and certified checks or money orders for \$19.25 and \$25 payable to: Commissioner of Public Safety);
- criminal conviction history record completed for federal, state or local offenses;
- financial balance sheet (real estate, office space, motor vehicles, equipment, insurance, payroll, purchase price, other expenses, loans, cash, other funds, operating revenues, other assets, liabilities and capital);
- certified copy of certificate of incorporation or articles of organization from the Secretary of State;
- certified copy of certificate of adoption of trade name if a trade name is used;
- notarized form with name, address and telephone numbers;
- social security number or federal employer's identification number;
- over 15-mile tariff form; and
- form certifying familiarity with relevant statutes and regulations.

An economic analysis is performed by the Regulatory and Compliance Unit as part of the certificate of convenience and necessity application process. A utilities examiner from the unit reviews the financial viability of applicants, determining whether they have enough money to pay their insurance, gas, repairs/maintenance, and property taxes. (There is no required minimum amount of money specified in any guidelines.) Assets are examined including net worth and home equity available for a line of credit. Required insurance is also verified. According to DOT, few applicants are turned down due to lack of financial viability.

**Hearing.** Once the application form has been completed and required paperwork obtained, the Regulatory and Compliance Unit sends the application file to the Administrative Law Unit. This unit is within the DOT Bureau of Finance and Administration, and among its responsibilities is holding hearings and making decisions regarding applications for certificates of public convenience and necessity. Public hearings are currently scheduled by the Administrative Law Unit within two to three months of receipt of the application file from the Regulatory and Compliance Unit. The hearing is noticed in the newspaper and with current local taxicab operators. It is estimated there is an average of one hearing per week for applicants for



Figure I-1. Process To Apply to Operate a New Taxicab Company



taxi certificates of public convenience and necessity. PRI staff will be examining this area further in the coming months, including the hearing process and outcomes.

While not all applications require a public hearing, a certificate to operate a new taxicab company requires a hearing. Appendix B shows the different types of taxicab (and livery vehicle) applications and various requirements. A certificate sale and transfer from one person to another, for example, does not require a hearing. According to one DOT manager, it is estimated to cost approximately \$35,000 to sell an authority, giving the buyer the right to operate a taxicab.

The hearings are usually held in a conference room at the administrative offices of the Department of Transportation in Newington, although the hearings are sometimes held in the field. There are two adjudicators in the Administrative Law Unit; both are attorneys with experience in the taxicab and livery industry. One of the attorneys conducts each hearing, weighing the evidence presented and deciding whether to grant the certificate. The Regulatory and Compliance Unit utilities examiner also attends the hearing and asks questions of the witnesses.

The administrative hearing is a formal adjudication process similar to a court trial, but somewhat less formal. Applicants for new or expanded authorities, however, do not usually appear with an attorney. The Administrative Law Unit estimates attorneys are present perhaps 25-30 percent of the time. The applicants, however, are required to be knowledgeable about the requirements that must be met under the statute in order to secure a certificate--such as proving convenience and necessity, demonstrating financial resources and suitability --and be responsible for introducing evidence at the hearing to make their case. Individuals with party or intervenor status may also be present at the public hearing.

The applicant is a party to the administrative hearing, and the hearing officer has the discretion to grant party status to others that would be substantially affected by the hearing decision. To receive party status, the person or entity must file a petition with DOT at least five days prior to the hearing. If party status is granted, the person is able to present evidence and cross-examine witnesses. If party status is denied, a request may be made for intervenor status. Similar to the request for party status, the person or entity must file a petition with DOT at least five days prior to the hearing. All evidence that the petitioner wants to introduce at the hearing must be included in the request. If intervenor status is granted, the person or entity is then able to participate in the hearing to the extent permitted by the hearing officer. At the discretion of the hearing officer, any individual or entity not named as a party or intervenor may be given an opportunity as a member of the general public to present an oral or written statement.

State regulations contain certain financial and insurance requirements, which must be demonstrated at the public hearing. The applicant must provide evidence of financial suitability to start the proposed taxicab business—often the business is operation of a single taxicab—including proof of bank balances, home equity line of credit, and sufficient insurance (R.C.S.A. Sec. 13b-96-10(c)). Taxicab companies are required to carry limited liability auto insurance on a leased taxicab vehicle of \$100,000, the cost of which ranges from approximately \$5,000-\$8,000 annually, that is paid for by the company owner.

Evidence in support of the suitability to operate taxicab service includes criminal conviction history forms, indication of persons who could be hired as taxicab company drivers, and taxicab vehicle ownership. Evidence in support of public convenience and necessity may include witnesses testifying in support of the applicant, who describe a current lack of service or existing poor service, and positive experience with the applicant in providing taxicab service while under contract with another taxicab company.

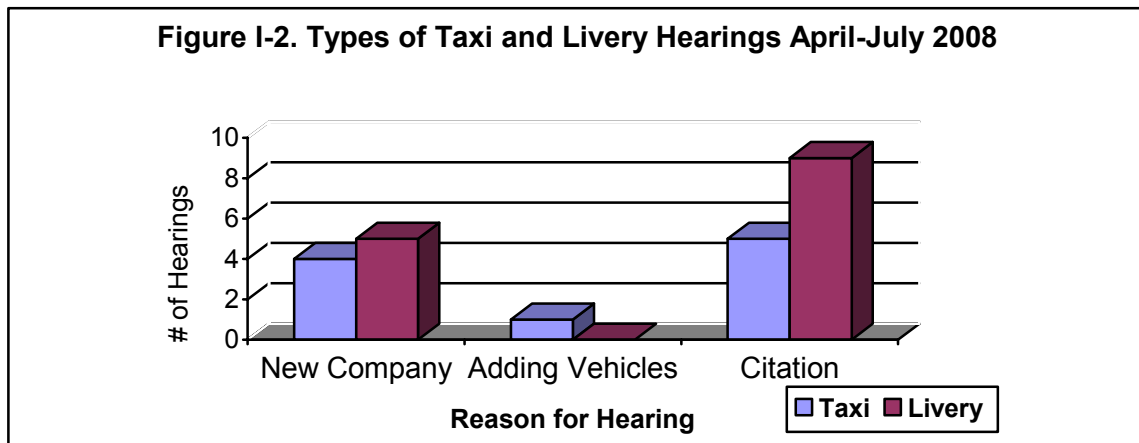
All hearings are recorded, and evidence presented such as studies, driver logs, and witnesses testifying under oath about problems getting service. As specified in statute, the burden is on the applicant to show there is a public necessity and convenience for the proposed service. The adjudicator has 90 days to render a final decision following the completion of the administrative hearing. The final decision is sent via certified mail to the applicant and all designated parties who participated in the administrative hearing.

If the decision is unfavorable, the applicant can either: 1) petition for reconsideration (within 15 days after mailing the decision); and/or 2) appeal the decision to the Hartford/New Britain Superior Court or the Supreme Court (within 45 days after mailing the decision). The Administrative Law Unit estimates that two petitions for reconsideration, and one to two court appeals are filed annually. Copies of final decisions are kept on file by the Administrative Law Unit. In filing a petition for reconsideration, the petitioner provides the grounds for reconsideration, any errors in the prior decision, any new evidence impacting the outcome of the case (and reason why the evidence was not presented in the original public hearing). Reconsiderations are handled by the adjudicator who originally heard the case as that is the person most familiar with the facts.

Adjudicators consider how the approval or denial would impact service to the public. Occasionally, there is a denial for financial reasons, or a criminal record. The most common reason for being denied a certificate or permit is because there is no evidence of need and necessity—a concept that does not have specific, written criteria associated with it. The Administrative Law Unit estimates that approximately 75 percent of applications for new service are approved; however, there may be certain areas where it is more difficult to be approved and other areas, such as Danbury and Guilford, where it may be easier to get approved. PRI staff will be examining this area more thoroughly in coming months.

During April-July 2008, the Administrative Law Unit anticipates it will have held 10 hearings for taxicabs and 14 hearings for liveries. Figure I-2 provides a description of the reason for the public hearing. Half of taxicab hearings and two-thirds of livery hearings held during this time period were for citations.

**Resources.** Overall, there are two DOT units involved in the taxicab certificate process: Regulatory and Compliance Unit; and Administrative Law Unit. The Regulatory and Compliance Unit has been particularly impacted by staffing changes within the past decade. While there had been 10 experienced staff in the unit in early 1996, subsequent state employee layoffs and early retirements left just two of those staff by June 2003. The unit has since increased to seven staff; however, the level of experience and expertise in regulatory compliance



is less than was in place in 1996. This affects the unit's ability to assist applicants with application preparation, as well as maintain records of taxicab certificates, inspect new livery vehicles, and investigate written complaints. There is purportedly a 6-7 month backlog at DOT for handling complaints related to the taxicab and livery vehicle industry.

The Administrative Law Unit also approves tariffs and adjudicates public hearings for taxicab company citations for regulation violations. There are currently two staff attorneys responsible for all hearings for applications and citations and a clerical staff person, down from the earlier five staff in 1996. The unit is careful to rotate assignment of the two staff attorneys to hearings for the same company, although the appearance of the same company is estimated to occur perhaps once or twice in a ten year period.

**Current taxicab companies.** Based on the DOT Special Passenger Permit List, there were 100 active taxicab certificates as of May 15, 2008. Combining taxicab certificates with the same owner, as a preliminary estimate, there are about 89 effectively different taxicab companies in Connecticut, using a total of 963 vehicles. (One owner can have multiple certificates, and a single owner may do business under various names.) As shown in Table I-1, approximately two-thirds of these companies have one to three taxicabs in their fleets. The largest company has over 160 taxicabs.

**Expansion of taxicab company.** Taxicab companies may grow in size in any of several ways: through purchase of part or all of another taxicab company, file an application for expansion, or complete a form for one additional taxicab vehicle every other year. Regulations require DOT approval before selling or transferring a taxicab certificate. In order for the sale to go through, for example, the taxicabs being sold have to have been in service for two continuous years after the date authorized and in at least the most recent six months (or else approval from DOT was obtained), and the buyer has to have demonstrated his/her company's financial suitability, and suitability to transport passengers.

Under the expedited application process, regulations state a certificate holder, after the first year of operation, can request one additional taxicab every other year in the certificate's

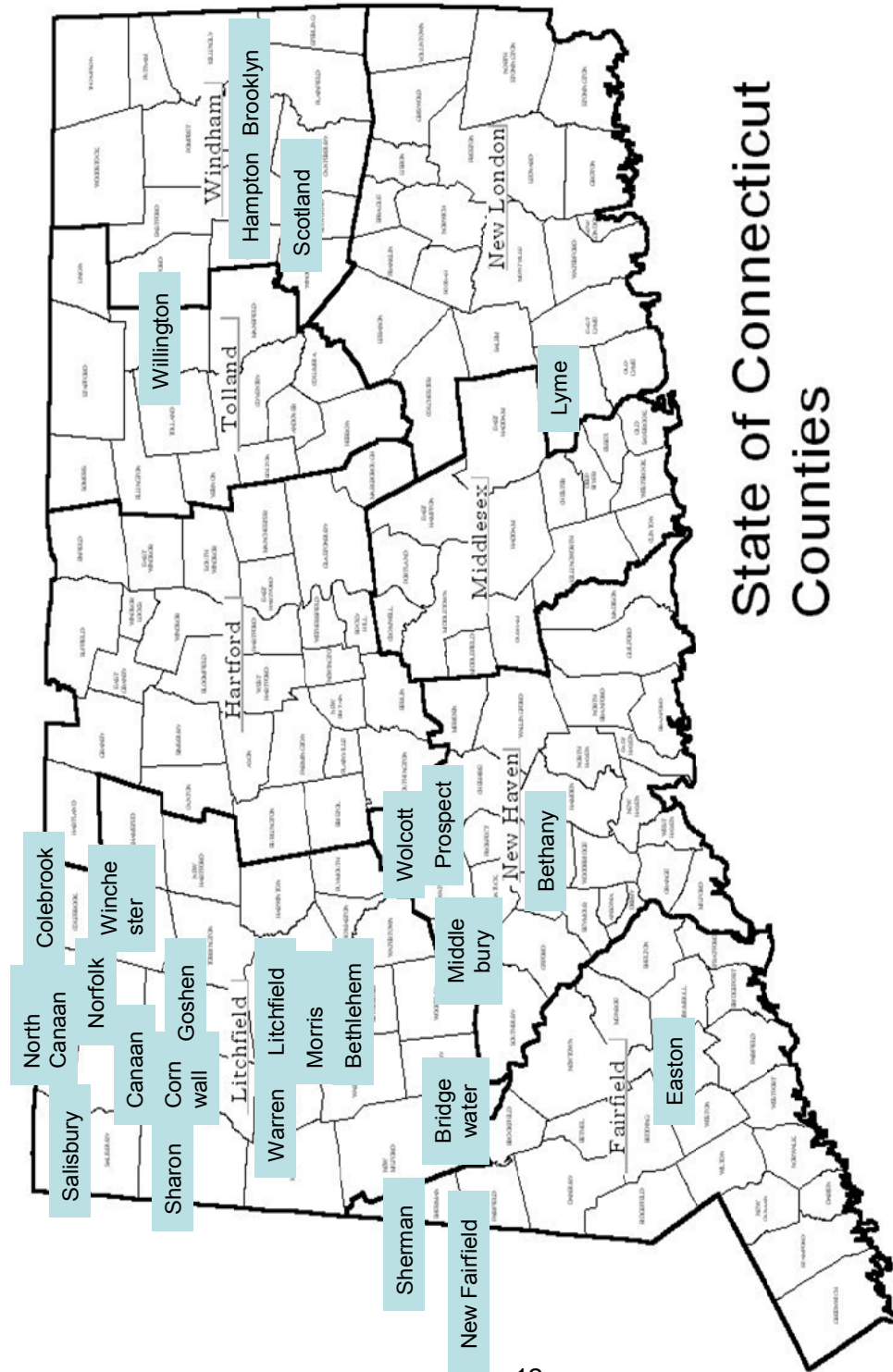
<b>Table I-1. Number of Taxicabs Estimated to Be Registered to Taxicab Owner</b>		
<b>Number of Taxicabs In Fleet<sup>1</sup></b>	<b>Number of Companies</b>	<b>Percent of Companies</b>
1	34	38%
2	19	21%
3	7	8%
4-9	10	11%
10-20	8	9%
21-50	6	7%
51-100	3	3%
Over 100	2	2%
Total Number of Companies	89	99%*
<sup>1</sup> There were a total of 963 taxicab vehicles in the DMV vehicle registration system as of May 15, 2008. *Percents may not total to 100 percent due to rounding.		
Source: DMV Database of Registration Renewals for Taxicabs.		

existing territory without a hearing, provided no objection is filed within 30 days of notification of the application. (After being in operation for at least one year, livery companies can complete a form up to once per year to receive authority to add up to two additional livery vehicles to the fleet without undergoing a public hearing and written notice of the application.)

**Availability of taxicab service.** Taxicab service is considered a public service, similar to bus and train service. Regulation requires taxicab companies to operate around the clock every day of the year (unless otherwise approved by the commissioner). Unlike these other public transportation services, taxicab service is considered an “on demand” service; they are required to pick up any passenger that calls the taxicab company for service. Demand varies, with one Hartford taxicab company estimating approximately 3,000 taxicab trips per week and another New Haven taxicab company estimating approximately 21,000 taxicab trips per week.

As described earlier in this section, a certificate of public convenience and necessity is required to operate a taxicab company. While the majority of towns and cities have access to taxicabs, there does not appear to be any taxicab service in 26 towns in the state. Figure I-3 shows that many of the towns without taxicabs are in the northwest corner of the state. Many

Figure I-3. Towns Without Taxicab Service



## State of Connecticut Counties

towns have just one taxi company serving them, while a number of towns in the Hartford region have 37. The number of companies may be misleading, though, as the size of a company can vary considerably. (See Appendix C for a list of municipalities and the number of taxicab certificates that cover each.)

The taxicab industry provides service to: passengers waiting for service at such locations as larger train stations and Bradley International Airport; upon a call to an advertised taxicab company; or hailed on a street or highway. In FY 08, the DOT Bureau of Aviation and Ports paid Van Com approximately \$377,000 from the Bradley Enterprise Fund to manage the queue line at Bradley Airport, assuring that passengers get into the next cab in line as they leave the airport. (Any taxicab authority can serve Bradley International Airport provided they have paid the Bradley Enterprise Fund an administrative fee of \$150 per contract, annual permit fee of \$35, and a per trip fee of \$2.25.) The company ProPark manages the taxi-starter queue at the Stamford Train Station for approximately \$527,800. The Hartford Train Station, owned and controlled by the Greater Hartford Transit District, has a self-regulated queue line (i.e., regulated by the taxicab drivers) as does the New Haven Train Station.

### **Operation of Taxicab Business**

Once a certificate of public convenience and necessity has been awarded, the certificate holder must adhere to state regulations governing the operation of the taxicab company including where and when services may occur, driver standards, rates, and safety and other requirements.

**Operating territory.** Connecticut regulations require each taxicab certificate holder to have a Connecticut business address and trade name filed with DOT. The certificate holder can transport passengers between all points within the certificate holder's authorized territory and may also transport passengers between two points as long as one of the points is within the certificate holder's authorized territory; however, they may not transport passengers between two points that are both outside the certificate holder's authorized territory. Any taxicab may also provide service to passengers at Bradley Airport as long as it does not get in the way of providing service in their authorized territory.

**Hours of operation.** Regulations require taxicab companies to operate 24 hours a day, seven days per week, 365 days per year, unless otherwise approved by the DOT commissioner. Regulations also restrict the hours in which taxicab drivers may operate their vehicles. Taxicab drivers are prohibited from working a shift longer than twelve hours, or longer than sixteen hours within twenty-four consecutive hours. State regulations also call for logs to be maintained by drivers, documenting their trips and hours operating.

**Interruption or discontinuation of service.** When a taxicab company cannot operate by their usual hours, the certificate holder has to contact DOT in writing within 24 hours and explain why service has been interrupted. Certificate holders can discontinue service for up to 14 days if they notify and gain approval from DOT; however, the service has to be reinstated as agreed to or else authority to operate a taxicab company will be suspended, revoked, or a civil penalty imposed.

**Passenger access to taxicabs.** Taxicab companies are required to advertise a telephone number for the public to call to request service, and every certificate holder has to maintain a dispatch service. When people call a taxicab company for service, they need to be told the availability of a taxicab, approximately when the taxicab will arrive, and approximately what the fare will be for trips over 15 miles, or when requested by the potential passenger.

In addition to telephoning a taxicab company for service, taxicabs may wait at busy train stations or Bradley Airport in a queue, receiving passengers in a first-come, first-served order. Taxicab drivers cannot refuse to pick up an orderly passenger based on race, gender, religion, national origin, age, marital status or handicap, including passengers with service animals. Additionally, taxicab drivers are not allowed to ask the passenger's destination until the passenger is in the taxicab.

**Unlawful operation of a taxicab.** Regulations specify that drivers or passengers may not engage in unlawful activities when in the taxicab. Drivers may not take longer or more expensive routes to the passenger's destination. They can not allow non-fare paying passengers, such as friends or relatives, in the taxicab, nor may non-authorized persons drive the taxicab.

## **Taxicab Drivers**

**Qualifications to drive a taxicab.** Regulations specify the qualifications of taxicab drivers. Taxicab drivers need to be able to effectively communicate with passengers and follow record keeping requirements, be dressed and groomed appropriately, have maps and familiarity with the service area and Connecticut, and load and unload luggage and wheelchairs upon request. Additionally, taxicab drivers are required to turn heat and air conditioning on and off as requested by the passenger.

Drivers license. A commercial driver's license is not required to drive a taxicab or livery vehicle with seating capacity under 16 passengers. In order to become a taxicab driver, an individual must, at a minimum, have a traditional, "base" license with a public passenger endorsement of an "F" or a "T." Higher level public passenger endorsements, such as "S" "V" or "A" that are necessary to drive school buses or other types of student transportation, also allow these individuals to drive taxicabs or livery vehicles.<sup>2</sup>

While there are no other training or testing requirements, there are certain standards that must be met in order to receive the "F" endorsement. These include passing a thorough criminal background check at the state and federal level. That check includes any crimes the applicant was accused or convicted of, the sex offender registry, and driving history in previous states resided in within the past five years. There are four to five DMV staff in the Bureau of

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<sup>2</sup> The four types of public passenger license endorsements vary in their training and clearance requirements, and allow the operator to either transport students in a school bus ("S" endorsement), transport students to school in a vehicle ("V" endorsement), transport students to school-related activities or events ("A" endorsement), or transport passengers in a taxicab, livery vehicle, service bus, motor bus or motor coach ("F" endorsement).

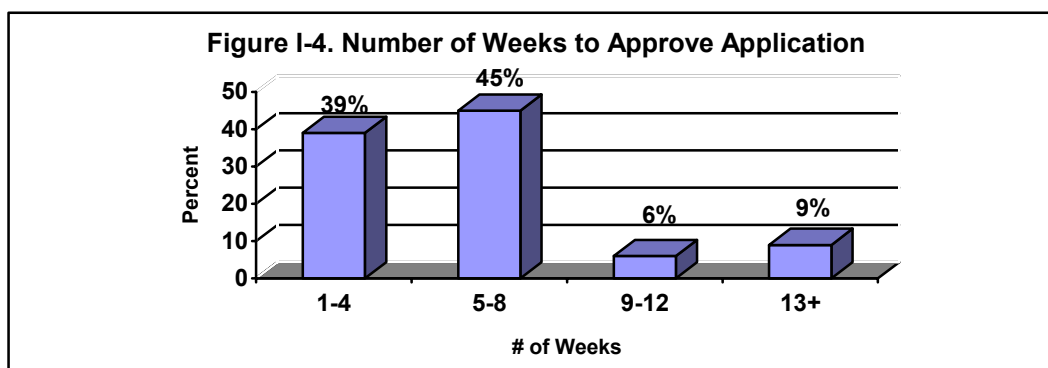


License/Registration Management that run criminal background checks for taxicab, livery vehicle, and school bus and other bus drivers.

According to the Department of Motor Vehicle Bureau of License/Registration Management, there were 19,333 people with an “F” or “T”<sup>3</sup> endorsement in May 2008, and an additional 20,256 people with higher-level endorsements that would allow them to drive a taxicab or livery vehicle.

The DMV Bureau of License/Registration Management processes approximately 500 applications for endorsements per month, almost half of which are for the “F” endorsement (47 percent). The average processing time for all endorsements is about 1-2 months.

Based on information obtained from the Bureau of License/Registration Management, Figure I-4 shows the number of weeks it took during February-April 2008 to approve 506 applications for the “F” endorsement. Over one-third were processed within one month, and one in ten applications took more than three months to approve. Delays in application processing are largely due to illegible fingerprints, requiring the applicant to have the fingerprint re-taken.



Of the 2,869 applicants for the “F” endorsement in 2007, the number of applicants who were denied “F” endorsements was estimated to be 8 percent (exact figures are not available due to the combined reporting of approvals/denials for all four endorsement type applications and the snapshot reporting of information). Up to one in 13 applications may be returned because information is missing. A total of 225 applicants in 2007 were flagged for a medical review by the DMV Medical Review Department. Reasons for such review might include history of high blood pressure or seizures. During 2007, there were more than 500 fingerprint cards rejected due to illegibility. The most frequent reason for being denied an endorsement is related to criminal activity.

If the applicant for an endorsement is denied, he or she can appeal the decision to a hearing officer. Hearing officers are not DMV employees. They are attorneys in private practice who act on the commissioner’s behalf. There were 272 hearings held in 2007 (for all four types

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<sup>3</sup> In January 2006, DMV changed its license endorsement lettering. The “F” endorsement is now given out in place of the previous “T” endorsement.

of endorsements). Of the 88 hearing outcomes that occurred in January-April 2008, endorsements were granted 47 times (53 percent) and denials upheld 41 times (47 percent).

**Driver conviction or license suspension.** Regulation requires taxicab drivers to notify the certificate holder within three days after the date a driver has been convicted of violating a federal, state, or local law relating to criminal, safety or motor vehicle violation. They must also notify the certificate holder within three days of arrest, conviction, or administrative sanction for such crimes as driving under the influence, leaving an accident scene, and felonies or misdemeanors involving firearms, drugs, or controlled substances.

The Department of Motor Vehicles provides taxicab company owners with a list of names of drivers with a removed “F” endorsement or with suspended licenses. Endorsements are withdrawn for drivers with driving under the influence (DUI) convictions. Certain criminal activity and moving violations may lead to license suspension, depending on the violation. Approximately one year ago, this information became accessible through a secure site on the internet. Since the information has become readily available, DMV has suspended approximately one driver per month with an “S,” “V,” “A,” or “F” endorsement. This represents a fraction (.03 percent) of the nearly 40,000 Connecticut drivers with one of the four endorsements.

**Complaints about drivers.** Regulations require driver identification cards to be clearly visible to passengers at all times. A driver comment card providing the DOT Newington address and telephone number for “compliments or complaints” has to be attached to the driver’s headrest.

A complaint log book is maintained by the DOT Regulatory and Compliance Unit. There were 125 written complaints recorded in the log book in 2005. Only formal, written complaints are recorded; however, the Regulatory and Compliance Unit estimates there are 10-20 calls weekly (520-1,040 annually) regarding taxicabs and liveries. Staff resolves some issues during the telephone call by explaining the regulations to the caller, and there are other instances where the caller is unwilling or unable to write a letter. Frequent taxicab complaints relate to cabs arriving much later than they said they would, resulting in the caller missing a train, doctor’s appointment, or flight. There are also complaints regarding taxicab overcharges, or that the driver did not take the quickest route.

## **Rates of Fare**

**Rate-setting.** Regulations require certificate holders to file their rates of fare or tariffs with DOT. Rates must be posted in the taxicab, and drivers are not permitted to charge any more or less than the approved fares. Taxicab fares are regulated through rates for trips under 15 miles and by tariffs for trips of 15 miles or more (R.C.S.A. Sec. 13b-96-37). All mileage distance between two towns or cities is determined using the Official Mileage Docket 6770-A of the Public Utilities Control Authority. Rates are set by the adjudicators of the Administrative Law Unit after a hearing process and tariffs are set after approving an application for a change in charges by the Regulatory and Compliance Unit.

**Rates (under 15 miles).** Taxicab rates for trips under 15 miles are approved through an Administrative Law Unit public hearing process similar to the public hearing process for a new taxicab authority. The adjudicator may grant the rates as requested, deny the rate increase, or modify the rate increase. While a taxicab company may request a 10 percent rate increase, for example, DOT may choose to award a 5 percent rate increase.

Taxicab rates vary by location. Each town or city has a drop rate (the rate charged to enter a taxicab), a per fraction of a mile rate, and a waiting time rate. Approximately four to five years ago, most of Connecticut, with some exceptions (e.g., Fairfield County) had the same rates. Table I-2 shows the rates for taxicabs operating in various towns as of June 2007 and the cost, for example, of an eight-mile trip, excluding tip and wait time (see Appendix D for full listing of taxi rates).

**Table I-2. Taxicab Rates Effective June 2007**

Location	Drop Rate/For First Fraction of a Mile		Rate/For Every Subsequent Fraction of a Mile		Rate/For Every Fraction of Wait Time		Cost For 8 Mile Trip
Beacon Falls	\$1.75	1/10 mi.	.30	1/10 mi.	.30	35 sec.	\$25.45
Guilford	\$2.00	1/9 mi.	.25	1/9 mi.	.25	29 sec.	\$19.75
Stafford	\$2.25	1/9 mi.	.25	1/9 mi.	.25	29 sec.	\$20.00
New Haven	\$2.25	1/9 mi.	.25	1/9 mi.	.25	29 sec.	\$20.00
Fairfield	\$2.50	2/10 mi.	.2	1/10 mi.	.20	30 sec.	\$18.10
Greenwich	\$3.00	1/10 mi.	.25	1/10 mi.	.25	29 sec.	\$22.75

Source: Department of Transportation Regulatory and Compliance Unit.

**Tariffs (over 15 miles).** The request for charges for taxicab trips of 15 miles or greater allows the applicant to specify a per mile rate and discount flat charges to and from certain towns. In considering a taxicab tariff rate, the Regulatory and Compliance Unit utilities examiner determines if the charge is consistent with other taxicab company tariffs. The charges should also be easy for the passenger to understand. The utilities examiner estimates that approximately 90 percent of requests are approved on the first application submission and the remainder after some modification. It is further estimated that over half the taxicab companies request a change to their tariffs at least once a year.

**Fuel surcharge.** Additionally, the Administrative Law Unit holds hearings to periodically set fuel surcharges for taxicab fares based on the current price of a gallon of gas. From 1974 through 1982, rapidly rising gas costs led to the Department of Transportation authorizing “Taxi Fuel Surcharges.”<sup>4</sup> At that time, a \$.50 per trip surcharge was permanently added to the drop charge. Subsequent rate increases in the drop could also be granted without a public hearing if the average price of unleaded gas exceeded \$1.358 per gallon. In September 2004, a scale of taxicab fuel surcharges was approved (Docket 0406-R-01-T), allowing fare adjustments based on the price per gallon of gas ranging from \$1.358 through \$2.758. The department was to survey fuel prices and issue notices of changes in the rate of surcharges as necessary. Due to the recent dramatic increases in gas prices, a fuel surcharge hearing is scheduled for June 26, 2008. This additional fee may be added to the taxicab fare regardless of the distance traveled, making short trips proportionately more expensive than longer trips.

**Meters.** State regulations stipulate that taxicabs cannot operate without a functioning meter, installed and sealed in the vehicle by a duly authorized sealer of weights and measures from the Connecticut Department of Consumer Protection or other authorized meter sealer (R.C.S.A. Sec. (a)).

Taxicab vehicles have meters that must adhere to national standards set by the National Conference on Weights and Measures and be registered with the Department of Consumer Protection. Meter rates are programmed based on the zone in which the taxicab operates, time, and distance. The meter is then sealed, and only a licensed repairer can break the seal to repair the meter. A meter can be calibrated by either a: “city sealer,” a position required in cities with populations of at least 75,000; licensed repairer; or the Department of Consumer Protection meter inspector, who is responsible for all DMV scales and calibrations for the entire state, including gas pumps.

## Other Information

**Employment status of taxi drivers.** There appear to be many taxi certificate holders authorized for one taxicab who also drive their own taxicabs, so they are essentially self-employed. Taxicab drivers who are not taxi certificate holders are predominantly independent contractors in relation to the certificate holder, as opposed to employees of the certificate holder.

As noted in a labor and employment practice book:

*[i]n deciding whether an individual is an employee or an independent contractor, the individual's title is irrelevant. What is central to such a determination is the presence or absence of the employer's right to “direction and control” over the individual. The more direction and control an employee exercises over an individual, the greater the chance that individual will be deemed to be an employee. On the contrary, if an employee has*

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<sup>4</sup> Docket Numbers 7911-3RT, 7911-3RT-A and 8207-R13T.

*little or not control over an individual's performance of certain tasks, then a finding of independent contractor is likely.*<sup>5</sup>

Ultimately, the issue may end up being decided through administrative rulings and litigation, based on the particular circumstances of the dispute. For example, PRI staff is aware of at least two decisions made in regard to collective bargaining rights in the last 10 years involving two different Connecticut taxicab companies--in one case, the taxi drivers were deemed employees while in the other case, they were found to be independent contractors.

Financial arrangement for independent contractor drivers. Assuming state and federal laws are being followed, the financial arrangements between certificate holders (i.e., taxi company owners) and the drivers who operate their cabs as independent contractors may ultimately be private business matters. However, to the extent the financial arrangements may encourage violations of safety regulations (for example, a driver violating the 12 hour shift limit to maximize fares) or otherwise impact the state's regulatory program, it would appear that the state should at least be aware of the financial arrangements.

A common financial arrangement between a taxi company and a driver who is an independent contractor is where the driver operates a taxi (either owed by the company or the driver) and the driver keeps all the fares as compensation. In exchange, the taxi driver pays a fee to the company that can include a number of expenses related to the vehicle and its operation, as well as an expense presumably reflecting the value of operating under the company's certificate. The exact nature of the arrangement appears to vary within a company and among companies. PRI staff has been told that these fee amounts can range from \$250 to \$800 on a weekly basis (\$13,000 to \$41,600 on an annual basis (52 weeks)).

**Taxicab company finances.** Taxicab company expenses vary, depending on the size of the company (i.e., number of taxicabs). Regulation requires that a taxicab company be available to the public around the clock every day, and the larger companies usually offer their drivers dispatch service. Some of the larger taxicab companies have automated systems to track driver trip information including, for example, the time a call came in, and when a fare got picked up and dropped off. Taxicab companies are not required to have a physical location or headquarters, but if a company does, that is an expense.

As indicated above in the description of the financial arrangements taxicab companies have with their independent contractor drivers, the bulk of taxicab company income comes from driver fee payments (which presumably comes from fares). Most, if not all, of the drivers keep 100 percent of the fares received from passengers.

Program review staff will continue to develop information in these areas of employment status and finances as relevant to the committee's study.

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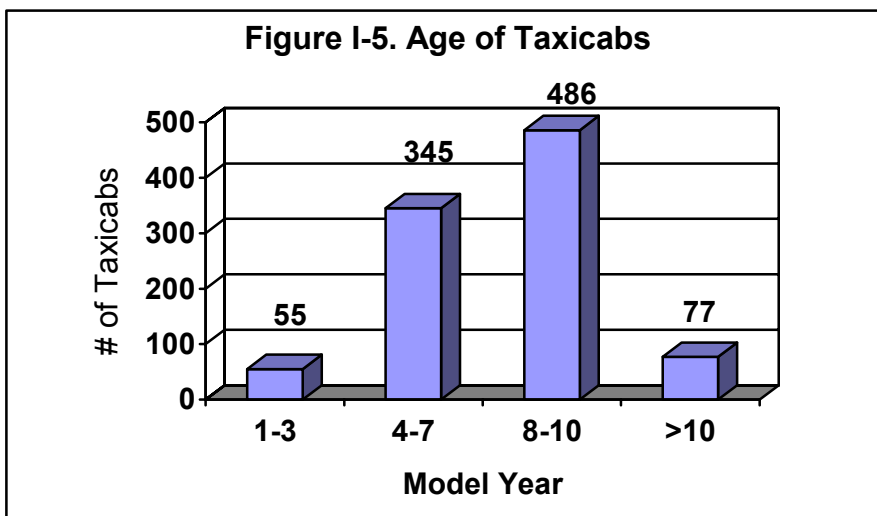
<sup>5</sup> Labor and Employment in Connecticut: Guide to Employment Laws, Regulations and Practices, Matthew Bender & Company, (Chapter 11 Independent Contractors).

## General Safety and Service Standards

**Vehicle standards, required equipment, and inspections.** The DMV regulates taxicab vehicle inspection and registration in addition to taxicab driver licensure. Regulations require all taxicab vehicles to have certain equipment such as:

- light in the passenger compartment;
- communication system to contact each taxicab;
- working seat belts;
- holder for driver identification card;
- working heating and air conditioning;
- luggage barrier for vans and station wagons;
- working fire extinguisher;
- driver shield between front and back seats if requested by driver operating a taxi in cities with populations of at least 100,000 people; and
- official mileage guide.

**Age of vehicles.** A taxicab vehicle that is more than 10 model years old cannot be registered in Connecticut. The DMV database of registration renewals showed half of taxicab vehicles to be approximately 8-10 years old (Figure I-5). While Connecticut may limit the age of taxicabs permitted to operate, it has no mileage limits on taxicabs. Thus it is reported that Connecticut taxicab companies or drivers may be encouraged to purchase used taxicabs from New York City, which does have mileage limits. One DOT manager estimated that it costs approximately \$3,000 to buy a used taxicab.



**Vehicle appearance.** Regulations specify the body of a taxicab must be clean, with no rust or cracks, and paint in good condition. There should be no missing hubcaps or broken, cracked lights, and the body of the vehicle should be in good condition, with no holes or

unapproved stickers or decals. There are also regulations regarding the condition of the seats and windows.

Identification of taxicabs. Regulations specify taxicabs in an owner's fleet must all be the same color<sup>6</sup>, with the same type of lettering for identification purposes. Certificate holders can also choose a trade name or design as approved by DOT. Lettering must be easy to read, advertisements are prohibited on the windows, and a dome light must be on the roof of the taxi that is lit up when the vehicle is in service.

Dome lights became a requirement for taxicabs in response to individuals who were operating vehicles as taxicabs without the appropriate taxicab drivers license endorsement and certificate. These illegal operators are also known as "gypsy cab operators."

Type of vehicle. Currently there are 963 taxicab vehicles in the DMV vehicle registration system. All taxicab registrations are renewed in March every other year. Table I-3 shows the breakdown of the makes and models of vehicles used as taxicabs. Taxicabs are often out-of-service vehicles, such as Ford Crown Victorias, that were previously used by municipal police departments. Almost all (95 percent) are four-door sedans.

<b>Table I-3. Type of Vehicle Used as a Taxicab</b>		
<b>Make and Model of Vehicle</b>	<b>Number of Vehicles</b>	<b>Percent of Vehicles</b>
Ford Crown Victoria	459	48%
Lincoln Town Car	190	20%
Chevrolet Impala	113	12%
Mercury Marquis	79	8%
Chevrolet Lumina	26	3%
Honda Civic	23	2%
Other	73	7%
Total	963	100%
Source: DMV Database of Registration Renewals for Taxicabs.		

**Initial vehicle inspection.** As part of taxicab vehicle registration, regulations require the DMV to inspect and approve a taxicab vehicle before it is put into service, including taxicab vehicles that are being sold and transferred. Following the 2006 Taxi Task Force, transactions

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<sup>6</sup> The DMV database of registration renewals showed that just one-quarter of taxicabs are yellow; other commonly used colors are black, white and orange.

involving the sale and transfer of taxicabs no longer require the registrants to visit both DOT and DMV offices; they only need to visit the DMV.

The DMV vehicle inspection focuses on safety issues. Taxicabs being registered for the first time are inspected at one of three DMV inspection sites (Wethersfield, Hamden, and Enfield). There are six personnel slots for the inspector lanes at the three locations, which are seen as sufficient by DMV. Inspectors have backgrounds as mechanics, familiarity with relevant regulations, and receive on-the-job training in inspecting taxicabs.

Inspections take approximately 20-30 minutes, depending on the vehicle being inspected. The DMV inspectors are checking whether the required equipment has been added, such as the taxicab dome and meter, that transform the vehicle into a taxicab. The inspection also includes a check of the front end alignment, lights, turn signals, windshield wipers, tires, and brakes. The department also checks the vehicle identification number (VIN) to make sure it matches the VIN on the title. Inspections occur on a walk-in rather than an appointment basis. Of the 275 taxicab vehicles inspected in 2006, 41 percent failed their initial inspection. Similarly, 38 percent of the 326 taxicab vehicles inspected in 2007 failed their initial inspection. One DMV manager thought that causes for failing initial inspections are usually brake-related problems.

If a taxicab fails the initial inspection, it undergoes re-inspection by DMV within 30 days. The re-inspection focuses on what was found to be out of compliance in the initial inspection. No statistics are kept on how many taxicabs fail re-inspection; however, the frequency is thought to be low.

**Vehicle re-inspection.** All taxicab vehicle registration renewals are due in March of every other year. As part of the registration renewal process, the vehicles are inspected by independent garages or dealers or repairers that are licensed by DMV.

There are over 6,000 dealers and repairers in Connecticut licensed by the DMV Dealers and Repairers Licensing Unit. To become a DMV-licensed dealer or repairer, an application form and \$140 fee is submitted to the Dealers and Repairers Licensing Unit. The application requires minimum standards be met such as at least two bays in the garage, proof of surety bonding and insurance, and certain equipment to perform the inspections.

The taxi registration renewal inspection covers the same equipment inspected in the initial DMV inspection (e.g., front end alignment, lights, turn signals, windshield wipers, tires, and brakes). The taxicab company may use any of these licensed dealers and repairers provided they do not have a financial or business interest in the dealer and repairer doing the inspection. Taxicabs failing a re-inspection are repaired and then inspected again. DMV does not compile information on initial failure rates on re-inspections for registration renewals.

The Dealers and Repairers Enforcement Unit is responsible for investigating all complaints related to dealers and repairers such as overcharges for repairs and misrepresentation of vehicles sold to customers. Nine investigators and three supervisors are responsible for handling approximately 4,000 complaints annually. Investigations may include an audit of records including a review of repair orders and invoices. The Unit manager reports that it is very



rare, if ever, that a complaint is received related to a taxicab inspection.

**Taxicab company inspections.** Certificate holders are required to inspect the taxicabs in their fleet at least once every three months, record this occurrence and comments on the condition, defects and repairs, and maintain these records for at least two years. The purpose of these inspections is to assure that taxicab vehicles are properly maintained in a safe, clean, and sanitary condition.

**Occasional DOT vehicle inspections.** Regulations specify that, at the request of the DOT commissioner or his/her employees and agents, the construction and equipment of any taxicab, including brakes, tires, lights, and steering, may be inspected at any time. From 2003 to 2006, the DOT Regulatory and Compliance Unit performed fleet inspections of approximately 440 taxicab vehicles, with the following results:

- approximately 10 percent passed inspection;
- approximately 60 percent failed inspection due to non-critical, mechanical or cosmetic issues requiring repair within 30-45 days; and
- approximately 30 percent failed inspection due to major issues such as missing headlights, exposed sharp seat springs, and severely worn brakes, resulting in immediate removal of the vehicle from the taxicab fleet.

The following examples were given of taxicab vehicles that passed the initial fleet inspection conducted by DOT and failed a second inspection conducted approximately six months later:

- Taxi 1 passed DOT inspection on Oct. 2005 (mileage 306,480), but failed inspection four months (and 26,975 miles) later due to serious mechanical problems with tie rod ends, idler arm, front break line leaking, and upper ball joints;
- Taxi 2 passed inspection on Aug. 2005 (mileage 316,188), but failed inspection six months (and 26,801 miles) later due to serious mechanical problems with front tire, idler arm, and pitman arm; and
- Taxi 43 passed inspection on July 2005 (mileage 292,824), but failed inspection seven months (and 41,033 miles) later due to serious mechanical problems with upper ball joint, tie rod end, and upper control arm.

No fleet inspections have occurred since June 2006. However, the DOT Regulatory and Compliance Unit conducts inspections of vehicles where formal, written complaints have been received, usually regarding potential equipment and meter violations.

**Consequences for statute or regulation violations.** If a certificate holder or driver violates regulations, a civil penalty is assessed, and the certificate could be amended, suspended,

or revoked. If it is determined that a violation occurred, DOT notifies the certificate holder of the citation hearing. If the certificate holder fails to attend the hearing, the holder is assessed civil penalties or sanctions, up to a maximum of \$100 per day of violation.

### Livery Vehicles

Unlike taxicabs, intrastate livery vehicles provide service that has been arranged in advance. Examples of intrastate livery services are trips to the airport, weddings, and proms.<sup>7</sup>

Like taxicabs, livery vehicle companies must adhere to specific statutes and regulations (found in C.G.S. Sec. 13b-101 to 13b-110) covering many of the same areas as are covered for taxis: market entry, rates, and operation and equipment (regulated by DOT); and livery vehicle registration and livery vehicle driver licensure (regulated by DMV). This section describes the livery vehicle industry, including market entry, tariff rates, and operation of livery vehicle business. How the regulations are carried out and other related information is also given.

### Market Entry

**Market entry regulations.** Livery vehicles operate under the jurisdiction of the Department of Transportation. Similar to taxicabs, DOT authorizes adequate service and reasonable rates and charges. It adopts regulations to establish fares, service, operation and equipment. It establishes the regulations necessary for the convenience, protection and safety of passengers and the public. Similar to taxicabs, the department regulates entry into the livery industry, requiring an application and usually a hearing process to operate a new livery vehicle company. Persons interested in starting a livery vehicle company are required to apply for a permit from the Department of Transportation.

The permit attests that the public's convenience and necessity will be *improved* now or in the future by the operation of this livery service. (This standard contrasts with the taxi certificate process, which calls for the applicant to show that public convenience and necessity *requires* the applicant's proposal). The intrastate livery vehicle permits allow a livery vehicle to travel to any town within Connecticut (unlike the taxi certificate of convenience and necessity, which designates a territory or area in which the company may operate). In deciding whether to award a permit, applicants must prove their suitability considering the following as specified in statute (C.G.S. Sec. 13b-103(b)):

- the present or future public convenience and necessity for service being proposed;
- suitability of applicant, management, or company;
- financial responsibility of the applicant;
- ability of applicant to efficiently and properly perform the proposed service;

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<sup>7</sup> There are also livery services that cross state lines (interstate livery service) that fall under federal regulations, such as livery services in the western and southwestern parts of the state providing Connecticut residents with service to New York airports and locations in New York City. Interstate livery services must adhere to the Federal Motor Carrier regulations, including receipt of U.S. DOT numbers, and are outside the scope of this study. Livery vehicles with a seating capacity of 16 or greater also fall under federal regulations and require the driver to have a commercial driver's license (CDL) with a "P" endorsement; these are also outside the scope of this study.

- adequacy of insurance coverage and safety equipment; and
- fitness, willingness, and ability of applicant to meet statute and regulation requirements.

The test for securing a livery service permit encompasses the applicant's financial stability, moral character, and need and necessity. The applicant has to prove that the public's convenience and necessity will be improved by the proposed livery service. The applicant also has to demonstrate suitability, financial responsibility, and the ability to efficiently and properly perform the service for which authority is requested. Suitability includes consideration of any convictions of the applicant, testimony from witnesses on the moral character of the applicant, and experience and knowledge of the livery business. Evidence in support of public convenience and necessity may include witnesses testifying in support of the applicant. Witnesses may describe previous positive experiences with the applicant, a current lack of service, or poor existing livery service. An existing client base that would choose this service, but had to be referred to another livery service in recent months due to lack of appropriate permit, is another example of evidence that may be given in support of public convenience and necessity.

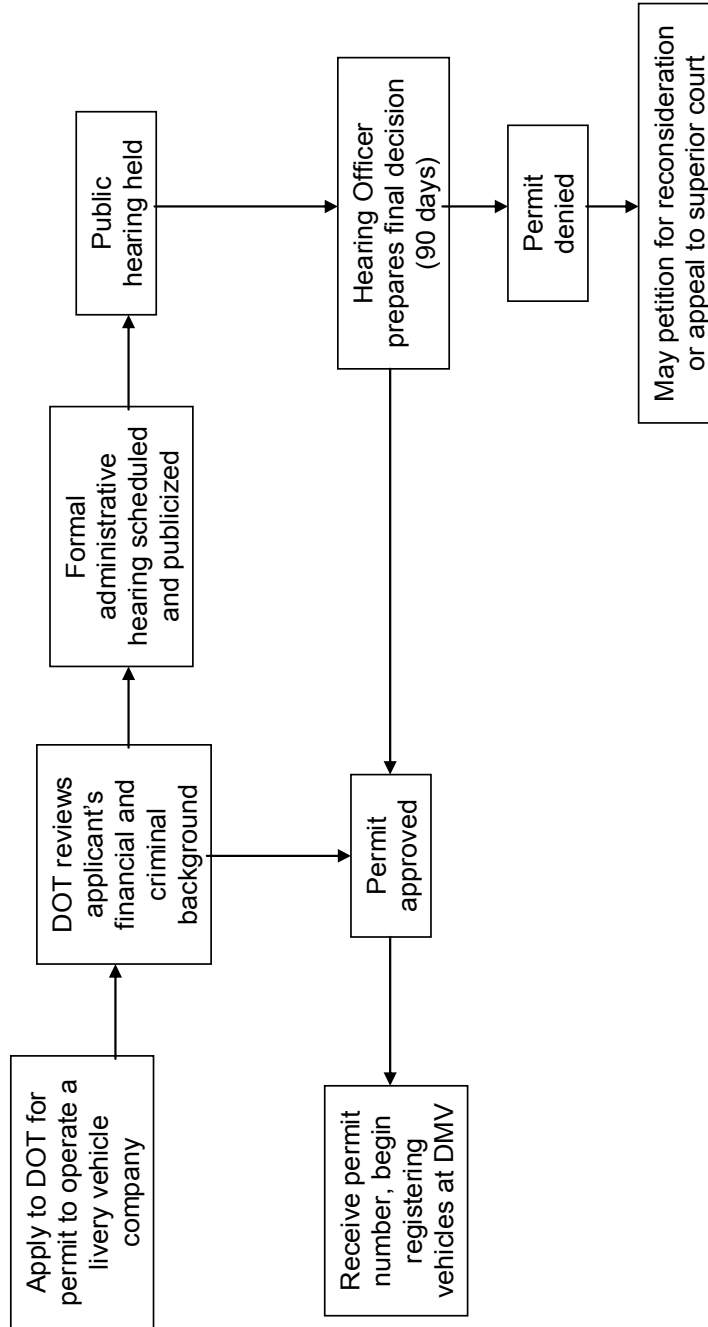
**Market entry process.** Figure II-1 shows the application and hearing process usually required to operate a new livery company. As is the case with taxicabs, market entry is overseen by two units within the Department of Transportation: Regulatory and Compliance Unit; and Administrative Law Unit. The Regulatory and Compliance Unit also works with the livery company applicant to complete the required paperwork including:

- \$200 application fee;
- list of corporate officers or limited liability company members, or any party holding 10 percent or more of stock in corporation;
- current criminal conviction history report on all corporate officers, limited company members, sole proprietor, partners in partnership, or any party holding 10 percent or more of stock in corporation;<sup>8</sup>
- financial balance sheet (real estate, office space, motor vehicles, equipment, insurance, payroll, purchase price, other expenses, loans, cash, other funds, operating revenues, estimate of gas, property taxes, repairs, and maintenance on the vehicles for a period of time);
- certified copy of certificate of incorporation or articles of organization (also operating agreement, if available for LLC);
- certified copy of certificate of adoption of trade name if a trade name is used;
- name of attorney or authorized representative, if any;
- notarized form with name, address and telephone numbers;

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<sup>8</sup> Note that livery vehicle permits do not require the federal criminal background check.

Figure II-1. Process To Apply to Operate a Livery Vehicle Company



- social security number or federal employer's identification number; and
- completed sedan livery tariff form.

An economic analysis is also performed by DOT as part of the permit application process, similar to the taxicab certificate application process (see Section I for more detail). As is the case with the taxicab certificate application, the completed livery permit application file may be sent to the Administrative Law Unit, and a similar hearing process is held.

As was pointed out in Section I, not every application requires a public hearing (see Appendix B). In the case of livery vehicles, public hearings are not required for a permit sale and transfer, granting of a temporary permit, and application for up to two additional intrastate livery vehicles. Livery statutes also allow DOT to issue a livery permit without holding a hearing for vehicles with a capacity of less than 11 adults, or vehicles used solely at funerals, weddings, christenings, processions or celebrations.

Table II-1 shows the differences in the considerations reviewed by adjudicators when granting livery permits and taxicab certificates.

<b>Table II-1. Differences Between Livery Permits and Taxicab Certificates</b>	
<b>Livery Permits</b>	<b>Taxicab Certificates</b>
the present or future public convenience and necessity for service being proposed will be improved	the public's convenience and necessity require the operation of a taxicab or taxicabs for the transportation of passengers
suitability of applicant, management, or company	the applicant's background (safety, motor vehicle or criminal violations)
ability of applicant to efficiently and properly perform the proposed service	
financial responsibility of the applicant	adequacy of the applicant's financial resources
adequacy of insurance coverage and safety equipment	adequacy of insurance coverage and safety equipment
fitness, willingness and ability of applicant to meet statute and regulation requirements	
	number of taxicabs to be operated under the certificate
	availability of qualified drivers
permit allows statewide operation	certificate limits operation to a designated territory
Source: C.G.S. 13b-97(a) and .C.G.S. Sec. 13b-103(b).	

**Current livery vehicle companies.** Based on the DOT Special Passenger Permit List, there were 274 livery permits as of May 15, 2008. Combining intrastate livery vehicle permits with the same owner, it is estimated that there are 234 livery vehicle companies in Connecticut with a total of 1,651 vehicles. (One owner can have multiple permits, and a single owner may do business under various names.) As shown in Table II-2, slightly less than half of these companies (46 percent) have nine or fewer livery vehicles—one in five has a single livery vehicle.

It is not uncommon for a taxicab certificate holder to also possess a livery vehicle permit; however, they may not use the same vehicle for both taxi and livery service.

<b>Table II-2. Number of Livery Vehicles Registered to Livery Owner</b>		
<b>Number of Livery Vehicles In Fleet<sup>1</sup></b>	<b>Number of Companies</b>	<b>Percent of Companies</b>
1	48	20%
2	34	14%
3	25	11%
4-9	81	35%
10-20	34	14%
21-50	9	4%
51-100	2	1%
Over 100	1	<1%
Total	234	99*
<sup>1</sup> There were a total of 1,651 livery vehicles in the DMV vehicle registration system. *Percents may not total to 100 percent due to rounding.  Source: DMV Database of Registration Renewals for Livery Vehicles.		

**Expansion of livery vehicle company.** Livery vehicle companies may grow in size in any of several ways:

- through purchase of part or all of another livery company;
- file an application for expansion for any number of additional vehicles or towns/cities; or
- complete an expedited application to add livery vehicles; however, this is limited to two vehicles per year.

This expedited application process is available to intrastate livery companies that have held a permit for at least one year, and assuming there are no outstanding violations or matters pending against the applicant. The amended permit with the additional livery vehicle(s) is to be issued by DOT within 30 calendar days of receipt of completed application.

**Availability of livery vehicle service.** Unlike taxicab companies, livery vehicle services are not required to be available 24/7/365. Rather than being an "on demand" service, livery vehicle service is secured in advance. Unlike taxicab certificates, intrastate livery permits allow the transport of passengers between points in any towns or cities in Connecticut; however, they are not permitted to transport passengers to another state.

Livery service is available at Bradley Airport, but only if arranged for in advance. Livery vehicles are not part of the taxicab queue line, and drivers awaiting the arrival of a flight have a holding area that is separate from the taxicab holding area.

### **Operation of Intrastate Livery Business**

**Transfer of permit.** To transfer an intrastate livery permit, regulations require that in addition to submitting a completed application to DOT, the current permit holder must show continuous and reasonably frequent service. The person or company wanting to purchase the livery service has to demonstrate fitness and propriety to perform the service. As with a request for a new or expanded permit, DOT must approve the transfer and reissue a permit in the name of the purchaser.

**Qualifications to drive a livery vehicle.** Livery regulations require permit holders to ensure that drivers have a public service operator's license (as is the case with taxicab certificate holders) and know the Connecticut motor vehicle and livery laws and regulations. (For livery vehicles with larger seating capacity, a commercial driver's license may be required. For example, a commercial driver's license is required to drive a livery vehicle with seating capacity of 16 or more passengers.)

In order to become a livery driver, an individual must, at a minimum, have a traditional, "base" license with a public passenger endorsement of an "F" or a "T." Higher level public passenger endorsements, such as "S" "V" or "A" that are necessary to drive school buses or other types of student transportation, also allow these individuals to drive livery vehicles. No distinction in license endorsement is made between drivers of livery vehicles or taxicabs. Section I contains additional information about the endorsement requirements.

### **Livery Fares**

**Tariff-setting.** Livery fares are regulated through tariffs filed with and approved by the Department of Transportation Regulatory and Compliance Unit. A request for sedan livery charges allows the applicant to specify requested rates according to the type of vehicle and passenger capacity. A minimum charge, including a waiting charge, is proposed; however, the livery companies must specify whether they are charging by the mile or by the hour—they cannot charge for both mileage and hours. All intercity mileage is specified in the Official



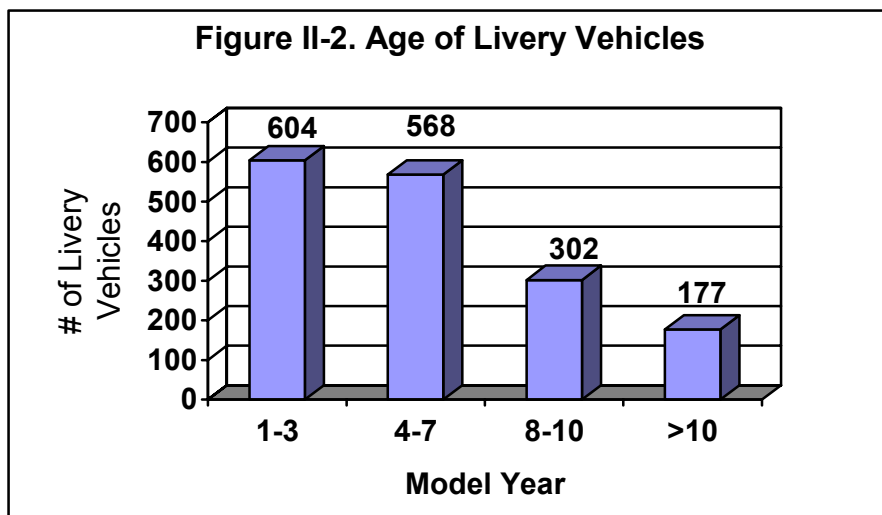
Mileage Docket 6770-A of DPUC. The application form also allows for different minimum charges for funerals, weddings, nights on the town, and proms. There may be additional charges or other fees for food or drink, such as champagne.

Livery companies are permitted to charge minimum fees, such as an hourly charge for a minimum of three hours. Every livery vehicle company has a tariff rate on file. The standard is that they charge anywhere from 20-40 percent more than taxicab companies operating in the same territory. Livery complaints received by DOT include overcharges and complaints of one company against another company for discounting the fare.

### General Safety and Service Standards

**Vehicle standards, required equipment, and inspections.** Regulations are limited on requirements for livery vehicles. Jump seat requirements on livery vehicles with seating capacity of 35 or more adults are described, but there is not the specificity found in taxicab regulations. Mention is made of making certain the driver's license and vehicle registration is conspicuously displayed.

**Age of vehicles.** Unlike taxicabs, the age of livery vehicles is not regulated. The DMV database of registration renewals showed more than one-third (37 percent) were three years old or newer (Figure II-2). Among the livery vehicles older than 10 years were antique, classic automobiles (e.g., '41 Packard 180, '58 Bentley S1, and '61 Rolls Royce Cloud II). Half the livery vehicles were four-door sedans, 19 percent stretch limousines, and 12 percent vans.



**Vehicle appearance.** Unlike taxicabs, regulations do not specify vehicle appearance standards.

Identification of livery vehicles. In contrast to taxicabs, livery vehicles do not have taxi domes or meters. (Charges to passengers are determined in advance of the trip.) Both a vehicle and a driver are being rented by the customer. State regulations require vehicles operating as

livery vehicles to meet physical and equipment specifications. Intrastate liveries have “L” plates on their vehicles.

Type of vehicle. There were 1,651 intrastate livery vehicles in the DMV vehicle registration system. All livery vehicles are renewed in March every other year. Table II-3 shows the breakout of type of vehicle used for intrastate livery. Livery vehicles are often Lincoln Town Cars.

<b>Table II-3. Type of Vehicle Used for Intrastate Livery</b>		
<b>Make and Model of Vehicle</b>	<b>Number of Vehicles</b>	<b>Percent of Vehicles</b>
Lincoln Town Car	732	44%
Ford Econoline	154	9%
Chevrolet Impala	99	6%
Cadillac DTS	52	3%
Ford Crown Victoria	47	3%
Cadillac Deville	45	3%
Cadillac Professional Limousine	42	3%
Other	480	29%
Total	1651	100%
Source: DMV Database of Registration Renewals for Livery Vehicles.		

**Vehicle inspection.** The DOT Bureau of Public Transportation Regulatory and Compliance Unit inspects all livery vehicles with a seating capacity greater than seven passengers prior to registration. Unlike DMV inspections, which focus on safety issues, the focus of the DOT inspection is on seating capacity, match with vehicle described in permit and number allowed in authority. The livery vehicles are inspected by a public transit inspector. These inspections are performed in the field at the livery company headquarters.

Livery vehicles with a seating capacity of seven or less are not inspected by anyone unless sold, transferred or have their seating capacities modified, in which case they are inspected by DOT. In contrast to taxicabs, livery vehicles with seating capacity of eight or more are not re-inspected after this initial inspection. Stretch limousines are inspected by DOT. (They are standard cars modified outside of the factory by cutting the car and building a cage that expands the middle to extend the length of the vehicle.)

**Vehicle re-inspection.** DMV regulations require livery vehicle registrations to be renewed every two years. Like taxicabs, livery vehicle registration renewals are due in March of every other year. However, vehicle inspections are not required as part of the renewal process.

**Consequences for statute or regulation violations.** If a permit holder violates statutes or regulations, a fine of up to \$500 is assessed for the first offense, and a \$2,000 fine for subsequent offenses (C.G.S. Sec. 13b-108(a)). Second or greater offenses may also result in not being able to operate the livery service. The DOT may apply for an injunction at the judicial district where the principal place of business is located. If the court finds that a violation occurred, it may issue an injunction and order the company to stop its livery business (C.G.S. Sec. 13b-108(b)).

**Employment status of livery vehicle drivers.** Livery vehicle drivers are usually employees of the company, but may also be independent contractors. As employees, livery vehicle drivers receive paid vacation time and sick days. They often get paid a percentage of the fares collected for a trip (typically 15-40 percent) and tips. While these types of trips often do not pay drivers for wait time, such as a two-hour wait at an airport due to a delayed flight arrival, in other instances, such as a prom or wedding, wait time is part of the hourly tariff.

**Expenses for livery companies.** Unlike with taxicabs, regulations require livery companies to have a physical location or headquarters, and the expense of renting or maintaining an owned facility is part of the livery company's expense.

Additionally, a \$1 million to \$1.5 million limited liability insurance policy is required for each livery vehicle. Annual premiums are estimated at costs of \$2,000-\$4,000 per vehicle, which is paid for by the company owner. The maintenance and repair of livery vehicles as well as gasoline are other expenses for livery companies.

**Income for livery companies.** The bulk of livery vehicle income to the company comes from fees charged to passengers, with perhaps the company receiving 85 percent and the driver 15 percent of the fare.

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## Section III

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### Medical Livery Transportation

A specific subtype of livery services is medical livery, which provides nonemergency medical transportation to Medicaid clients through the Department of Social Services. Medical livery transportation is provided by many of the livery companies described in Section II (and some taxicab companies). However, the transportation services provided are generated by contracts with brokers hired by the Department of Social Services and paid for with Medicaid funds. Beyond general statutory and regulatory requirements for liveries, there are additional state requirements for medical transportation services. Medical livery transportation also is subject to federal regulations as it is a Medicaid option for a state to establish a nonemergency medical transportation brokerage program.

This section describes the nonemergency medical livery services paid from the Medicaid program. Program review staff will be examining this area further as the study progresses.

**Background.** Nonemergency medical transport is a benefit available to Medicaid clients. The Connecticut Department of Social Services (DSS) oversees the state's nonemergency medical transportation (NEMT) program, a service provided to eligible Medicaid recipients who need access to medical care or services and have no other means of transportation. The NEMT is available to Medicaid recipients participating in the Husky A managed care plan program (family coverage for children, parents and pregnant women) or in the non-managed care plan program for more frail individuals, i.e., the SSI program (aged, blind, disabled, nursing home residents, etc.). Until 1998, the Department of Social Services operated the benefit itself through direct interaction with Connecticut livery service providers.

In 1998, the state began to exercise the federal option of establishing a nonemergency medical transportation brokerage program. The expectation was that this brokerage program would provide more cost-effective transportation for individuals eligible for medical assistance under Medicaid. While the transportation can include wheelchair vans and stretcher cars, this study focuses on use of livery vehicles (and some taxis) in the provision of this service.

Federal regulations allow this service to occur through contract with a broker. The regulations specify the broker must be selected through a competitive bidding process based on the state's evaluation of the broker's experience, performance, references, resources, qualifications, and costs. The broker is required to monitor beneficiary access and complaints, and also to ensure that transport personnel are licensed, qualified, competent, and courteous. The broker must also undergo regular auditing and oversight by the state to be sure that both the quality and accessibility of transportation services are adequate.

The Department of Social Services is required to define geographic areas of the state for which companies can bid to provide this nonemergency medical transportation service. In consultation with DOT, DPH, and OPM, the Department of Social Services decides from whom to purchase these services.

Besides saving money, DSS believed the use of brokers would improve services to clients. Prior to the shift to regional brokers, for example, DSS staff was only available during regular business hours and clients unable to reach someone for medical transportation after 4:30 p.m. would call 9-1-1, leading to a costly and unnecessary ride in an ambulance. The brokers have call centers with automated systems, which took the place of a manual system used by DSS staff. The brokers reportedly use state-of-the-art technology to track every call; half the fleet has GPS.

**Medical livery provider selection.** The actual companies that provide medical livery service are controlled by the brokers. Although the livery company must still secure a specific permit from DOT for this type of governmental service, the medical livery provider can only apply for such a permit with the backing or support of the broker. Because all the medical transportation business is controlled by the broker, it would not make sense to secure a medical livery permit unless such a contract with the broker was anticipated.

**Access to nonemergency medical livery services.** While there are fewer non-Husky A Medicaid clients (approximately 90,000) than the Medicaid population receiving Husky A (approximately 317,000), the first group accounts for approximately two-thirds of the NEMT volume.

One broker estimates that 70-80 percent of the Medicaid clients receiving NEMT are considered “frequent users.” These clients are traveling to medical appointments at least two to three times per week, sometimes as often as six to seven days per week (e.g., for methadone treatment). Additionally, programs for behavioral health and substance abuse treatment, for example, tend to begin at the same time of day, making the demand for NEMT have peak times where there is high volume.

The demand for NEMT varies by location (see Table III-1). According to DSS, the locations with the greatest number of livery and wheelchair van NEMT trips in 2006 were Hartford and New Haven. The department reports hearing about some gaps in medical livery service, particularly in rural areas such as eastern Connecticut, where the trips to medical providers are longer and costlier.

**Table III-1. Number of NEMT Livery and Wheelchair Van Trips in 2006 from Various Towns/Cities in Connecticut**

City	# of Trips	Town	# of Trips
Hartford	123,196	Enfield	9,504
New Haven	111,138	Old Saybrook	2,354
Waterbury	65,627	Guilford	832
Bridgeport	58,555	Stafford	662
New Britain	26,096	Coventry	3
Meriden	22,973	Burlington	1
Source: Department of Social Services.			

**Medical livery brokers.** The goal of the brokers is to control cost. It is estimated that DSS saved \$10 million by shifting to a brokered system. The DSS contracts with brokers are considered risk contracts, in that the brokers are paid on a per capita basis rather than on actual transportation costs. The department estimates that approximately \$23 million was spent on broker contracts in the past year.

Brokers receive payment on a per member per month (PMPM) basis. The PMPM varies, depending on anticipated utilization. Some regions, for example, are less expensive, having a sizeable mass transit system available, while other regions are more expensive due to their rural nature and greater distance from medical providers as is the case in the northeastern region of Connecticut. One broker estimated that DSS payments vary anywhere from \$13 to over \$20 per member per month.

The first DSS medical livery broker contracts were with LogistiCare and DynCorp (which subsequently sold its NEMT business to FirstTransit). LogistiCare operates in 36 states, with programs similar to the one in Connecticut in about 20 of those states. Headquartered in Georgia, LogistiCare currently has 242 employees in its Wallingford, Hartford, and Waterbury locations.

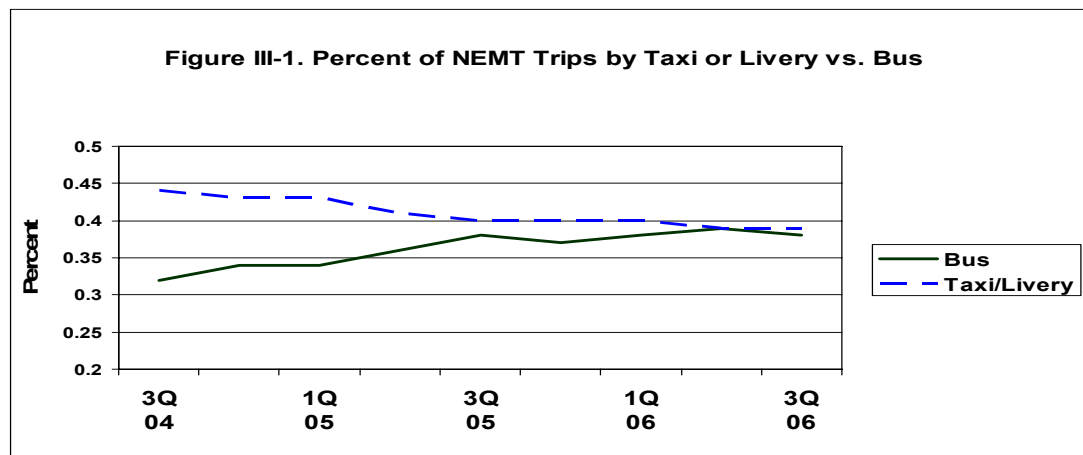
In spring 2008, new broker contracts were rebid. The state's usual competitive procurement process (i.e., Request for Proposals) was followed. A team of four looked at each response, and a weighted rating scale score was compiled for each applicant. Price was not the overriding factor in the selection process, with 70 percent of the score based on technical merit and scope, and 30 percent on price. The new contracts were awarded to two companies, LogistiCare and Coordinated Transportation Services (CTS), and will go into effect on July 1, 2008.

LogistiCare recently announced anticipated receipt of a five-year Connecticut contract with an annual value of approximately \$18 million (a \$3 million increase over the prior contract value of \$15 million) from DSS to provide nonemergency transportation for Medicaid recipients.<sup>9</sup> Combined, the department expects to spend approximately \$130 million over the next five years on their two new broker contracts with LogistiCare and Coordinated Transportation Solutions.

The department estimates the current brokers receive 15,000 calls for service daily. Between 1-1.5 million rides are provided annually for livery, ambulance, and any other modes of transporting clients, all of which are managed by the brokers. The department noted a significant volume of rides shifted to bus passes, and in the southern part of the state, there is an increased use in train passes. There were approximately 1.4 million trips in a 12-month period from the end of 2004 to 2006; 559,000 of them were in taxicabs or livery vehicles (40 percent) and approximately 535,000 (38 percent) were on public buses. Figure III-1 shows the slight decrease in use of taxicabs and livery vehicles and the increase in use of public bus transportation.

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<sup>9</sup> May 7, 2008 Press Release, "State of Connecticut Announces Intent to Award Expanded \$18 Million Annual Transportation Contract to Providence's LogistiCare Subsidiary."



**Process for client to obtain medical livery service.** The process for receiving NEMT service begins with the broker receiving a list from DSS of all Medicaid clients eligible for NEMT. Informational letters are then sent to clients and brochures distributed at medical facilities. There is a 1-800 telephone number included in the letter and brochure for clients to call to arrange transportation to a medical appointment. The client call is received at the broker's call center. A standard gatekeeping script is followed to ascertain the client's basic levels of mobility. A trip reservation is then made based on the responses from the caller. Medical providers may also contact the call center to arrange NEMT for clients.

Longstanding reservations may also be made when a client will be traveling repeatedly to receive kidney dialysis, chemotherapy, methadone, physical therapy, etc. Longstanding orders are confirmed with medical personnel. Re-certifications of such orders occur periodically depending on whether the standing reservation is for mass transit or some other type of transportation.

Service denials. If the client is denied NEMT by the broker, a "notice of action" letter is generated. The denial letter contains the reason for denial (e.g., the particular treatment specified is not covered by Medicaid) and outlines how to appeal the decision. The broker will do the first review of the appeal and attempt to settle the issue. A form must be completed along with verification from a medical professional explaining the necessity of the particular mode of transportation. The Department of Social Services may conduct an administrative hearing if the client continues to be dissatisfied with how the issue was settled. The client may appeal the decision to court.

The Department of Social Services reports the actual number of service denials is small, and the number of denials that are appealed and go to hearings is very small. From January to December 2007, for example, a total of 248 requests for hearings were received by DSS; however, 244 requests were withdrawn allegedly because transportation was provided when the



clients provided the necessary information. A total of four hearings were held and the department was upheld in all cases.

In general, if a client has a complaint, the broker or call center is contacted, with all calls recorded. The complaint is entered into a complaint data base. Calls are reviewed daily by the broker management staff. If there is a sentinel event, the broker must notify DSS immediately. The department also hears about service issues such as late rides and the level of service available from the transport provider.

One challenge for the broker is to make sure the medical transport companies are not overbooking, leading to consistently late service. If such an occurrence becomes known to the broker, a corrective action plan may be developed to address the concern. Brokers are also responsible for making sure drivers are appropriately licensed and have the proper plates on vehicles.

### **Operation of Nonemergency Medical Transportation Business**

As is the case for livery vehicles in general, a permit from DOT is required to operate a medical livery service. A representative from the broker company attends the public hearing to assure the need and necessity for the service. The applicant specifies the use of the livery service is solely for medical transportation, and cannot be used for any other livery service. The permit is in effect as long as the livery company has a contract with the broker to provide nonemergency medical transportation. Owners may be involved in general livery, or even have a taxicab company; however, each type of service must operate under its own permit or certificate.

**Qualifications to drive a medical livery vehicle.** Drivers of livery vehicles for the sole purpose of transporting Medicaid clients to their medical appointments have the same "F" public passenger endorsement on their base driver's license. As noted earlier, a commercial driver's license is not required to drive a taxicab or livery vehicle with seating capacity under 16 passengers. No distinction in license endorsement is made between drivers of taxicabs or medical livery vehicles. There is no additional training or requirement to become a medical livery vehicle driver.

**Employment status of medical livery vehicle drivers.** Medical livery drivers are employees of medical livery companies. They usually get paid an hourly rate, typically \$8-10 per hour.

**Medical livery provider companies.** LogistiCare, which is responsible for the majority of NEMT in Connecticut, has contracts with 34 medical livery providers. Five of the 34 medical livery providers also own taxicab companies that are used by LogistiCare for NEMT along with three additional taxicab companies. In their reporting of trips for Medicaid recipients, LogistiCare combines livery and taxi into a single category of NEMT service, differentiating them from other modes of NEMT such as ambulances and mass transit.

LogistiCare has credentialing requirements before contracting with a provider for NEMT. The credentialing process includes verification of permits and certificates to operate an authority, review of DMV records, required licenses, and proof of insurance.

Brokers request medical livery service from the companies through electronic fax or website.

**Rates.** Provider rates are negotiated by the regional brokers. There is a base or flat rate that is paid if the trip is within a town, and a per-mile rate for out-of-town trips. According to one broker, an average flat rate for transport within the same city or town is approximately \$8-\$10. Using distances based on the Official Mileage Docket 6770-A of the Public Utilities Control Authority, the average per mile rate is \$2.50 per mile used for out-of-town trips. There is no waiting time rate. Additionally, the reimbursement rate varies by the type of vehicle (i.e., ambulance vs. wheelchair car vs. livery vehicle). One broker estimated the cost in 2006 of a one-way livery trip to be \$14.57.

Additionally, DSS has provided fuel relief in each of the past three years. While provided to the brokers, it is considered a total pass-through to the providers. In FY 08, for example, DSS allocated \$3 million for fuel relief, adding on average an additional \$2.77 per one-way trip above the negotiated rate. The average cost of a one-way taxi or livery trip in 2006 (excluding the fuel relief reimbursement) was estimated to be \$17.07.

Providers of medical livery service are faced with increasing operating costs, such as gas, insurance, and maintenance. Providers report that payments are too low, and several providers have recently stopped providing medical livery service or have gone out of business. There has been speculation that medical livery companies are trying to cut costs by using older vehicles and putting off repairs and maintenance. According to one of the brokers, the livery reimbursement rates in Connecticut are among the highest in the country.

**Medical livery vehicles.** The mode of transportation used to transport Medicaid clients is determined by the brokers. They are paid on a negotiated per-capita rate and are responsible for finding the least expensive mode of transportation possible (which is in the economic interest of the company as well). In addition to livery vehicles, other options considered are buses, trains, and private vehicles as well as wheelchair livery, ambulance, and airplane, if required by the client. (As noted before, this study is limited to examining nonemergency medical transportation provided by medical livery service, which is regulated by DOT and DMV. Invalid coaches or chair cars, which are vehicles with chair lifts, require registration with the Department of Public Health.).

One broker indicated that there is a tendency to prefer using livery vehicles as opposed to taxicabs in NEMT since livery vehicles can handle multiple parties with the same destination (e.g., to the same facility for kidney dialysis, chemotherapy or radiation therapy).

No vehicle inspection is required for medical livery vehicles with a seating capacity of seven or less (with the exception of sport utility vehicles due to requirements to partition off the open cargo areas from the passenger seats). Livery vans that seat eight or more passengers are inspected initially by the DOT as is the case for general livery vehicles of that seating capacity.

Vehicles approved for medical livery are not to be used for any other type of general livery (such as proms and weddings), and general livery vehicles are not to be used for medical

transport arranged through regional brokers. However, there is no distinction in plates for general livery vehicles and governmental, medical livery vehicles; both have L plates. Thus, infractions on use cannot readily be assessed nor enforced.

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## Section IV

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### Areas for Further Review

As indicated earlier in this report, program review staff will be developing further information about the actual operations and outcomes of the state's taxicab and livery vehicle regulation during the course of the study. This section sets out some areas already identified by PRI staff for further review.

#### Market Entry

In regard to market entry, several issues relate to the extent to which qualified applicants are permitted to engage in the taxi and livery business. Some potential barriers to market entry may be:

- difficulty completing the application process;
- shortage of agency staff working in the application process area;
- unreasonably long time to complete the process to obtain a certificate or permit;
- unclear definition of convenience and necessity;
- limited pool of staff attorneys to adjudicate at public hearings;
- inconsistencies in the hearing process; and
- inconsistencies in criminal background check requirements, with federal checks only required for taxicab certificate—but not livery permit.

#### Operation of Business and Owner/Driver Relationship

Regarding the operation of a taxi or livery business, several issues relate to operating territory including:

- interstate livery companies operating as intrastate livery companies;
- intrastate livery companies operating as interstate livery companies;
- taxicab companies operating as livery companies;
- livery companies operating as taxicab companies; and
- medical livery vehicles operating as general livery vehicles.

Another operational issue is related to hours of operation, with drivers driving longer hours than permitted under regulation.

The employment status of taxi drivers as independent contractors versus employees, as well as the financial arrangements between the drivers and owners, is also an area for further

review, as is the question of who is (and/or should) be held responsible for driver/vehicle infractions.

## **Rates of Fare**

Several issues regarding the charges to passengers of taxicabs and livery vehicles will be explored including concerns that:

- taxicab rates and tariffs are not keeping up with rising expenses;
- some taxicab drivers are charging less than the approved rates and tariffs;
- DOT lacks the inspectors to audit taxicab drivers to determine if they are charging the rates and tariffs approved;
- medical livery companies are not receiving sufficient levels of payment from regional brokers hired by DSS; and
- the rationale for determining rates and tariffs is unclear.

## **General Safety and Service Standards**

In regard to general safety and service standards, concerns include:

- poor safety conditions of taxicabs and some livery vehicles;
- vehicles more than 10 years old still on the road as taxicabs;
- infrequent taxicab vehicle inspections;
- no livery vehicle inspections for vehicles with seating for up to seven passengers;
- taxicab vehicle inspections for registration renewal performed by independent garages (which some believe to be lax) with little oversight from DMV;
- the challenge to provide passengers with child car safety seats and room for luggage; and
- possible refusals to provide taxicab service to some customers.

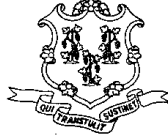
## **Broader Issues**

In addition to the issues related to market entry, operation of business, rates of fare, and general safety and service standards, several broader issues warrant further review. As the appropriate level of regulation for taxi and livery services is considered during this study, the capacity of the state to enforce existing regulatory requirements is of interest. In general, it is unclear whether there are sufficient staffing and resources, particularly inspectors, to regulate the taxicab and livery industry. Regulatory infractions appear to be occurring without much consequence; further, there is a six to seven month backlog for DOT staff trying to handle complaints related to the taxi and livery industry. Also, concerns have been raised about the challenges in having two agencies (DOT and DMV) rather than just one overseeing regulation of the taxi and livery industry. Finally, there appears to be very limited taxicab service for residents living in rural Connecticut.

## **APPENDICES**

## Appendix A

### State Of Connecticut GENERAL ASSEMBLY



TRANSPORTATION COMMITTEE  
ROOM 2300  
LEGISLATIVE OFFICE BUILDING  
HARTFORD, CONNECTICUT 06106-1591  
(860) 240-0590

**SENATOR BIAGIO "BILLY" CIOTTO**  
CO-CHAIRMAN

**REPRESENTATIVE ANTONIO "TONY" GUERRERA**  
CO-CHAIRMAN

December 26, 2006

Honorable Members of the Joint Committee on Transportation:

It is our pleasure to provide the attached document, "Taxi Industry Task Force 2006: Final Legislative and Administrative Recommendations." Since being provided its charge by PA 06-133, our group has made every effort to include a variety of constituents, industry representatives, agency representatives, and national models in our evaluation of the challenges facing the taxi industry in Connecticut, what solutions might be implemented, and what resources might help to improve the situation for the benefit of the taxi industry and the people it serves.

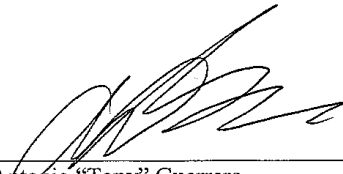
In reviewing the attached document, you will notice the mention of several administrative recommendations. As would be expected from agencies focused on the welfare of the people of Connecticut, the respective agencies are in fact already implementing the majority of these recommendations.

There remain, however, significant points on which final agreement could not be reached. The taxi industry plays a vital role as it allows for responsible development and commonsense transportation solutions, but the scope and resources of this task force did not permit the full and holistic evaluation of challenges and potential remedies. As Connecticut's policymakers continue to realize the relationships transportation issues have with health, the environment, commerce, tourism, education, security, and the many transportation industries, such holistic consideration seems to be the manner in which to appropriately address this complex subject matter. Therefore, the task force recommends that the Legislative Program Review and Investigations (LPRI) Committee address the unresolved issues in the methodical and thorough manner warranted.

Please do not hesitate to contact us if we may be of any further assistance with this important endeavor.

Sincerely,

  
Biagio "Billy" Ciotto  
State Senator

  
Antonio "Tony" Guerrero  
State Representative

 Printed on recycled paper



**Taxi Industry Task Force 2006**  
**Final Legislative and Administrative Recommendations**

**Final Legislative Recommendations**

**Summary of Issues Raised and Discussed**

Initially the subcommittee distinguished between actions that could be solved administratively (see DRAFT paper on Administrative Options) and those options requiring legislative action.

This white paper summarizes the legislative or regulatory issues raised in subcommittee meetings and the short-term resolution or referral of those issues.

The paper is broken into two sections. The first section will discuss issues that were resolved, at least for the time being. The second section will discuss issues that need more research, analysis, discussion, etc.

**"Resolved" Issues**

**ISSUE: "Party" Status for Taxi Permit holders at Hearing**

**PROPOSAL:** The members of the Task Force representing the taxi industry recommended a change to CGS Section 13b-97 as follows: "The Commissioner shall take into consideration the existing certificate holders in the requested territories."

**DISCUSSION:** The industry has no control over fares or the number of vehicles they can operate, so they would like to have a more active role in participating in hearings and providing comments prior to administrative law decisions being made final.

The DOT feels the suggested change would not by itself address the concern of the industry, but that changes made to the adjudication process over the years might have inadvertently limited opportunities for the industry to interact with the hearing process.

**RESOLUTION:** The DOT will be given the opportunity to revisit changes to its internal administrative procedures to find ways to incorporate the industry's concern. If satisfactory results cannot be achieved, then further research into legislative options would be initiated.

**ISSUE: Violations/Infractions of DOT Taxi Regulations should be enforced against the driver, not just the Permit holder.**

**PROPOSAL:** The industry members proposed a new subsection of 13b-100 such that violations/infractions of taxi regulations follow the driver.

**DISCUSSION:** DOT and DMV believe there is sufficient specificity in the current statutes and regulations to

allow enforcement against either or both the driver of the taxi and the holder of the permit.

**RESOLUTION:** The subcommittee agreed that this issue could be addressed if the "Joint Investigation and Enforcement" section of "Plan A" of the Administrative Options paper were implemented. In that event, expanded joint efforts by the investigatory staffs of the two departments could begin to effectuate this matter. If satisfactory results, i.e., improved driver compliance, cannot be achieved, or if it appears that legislation is required, then further research into legislative options would be initiated.

#### **"Unresolved" Issues**

A number of additional issues were raised and discussed, but the resolution of these issues proved to be impossible given the timeframe available for the Task Force, the nature of the issues, some of which require a significant investment in research, the fact that some issues require involvement of other state departments that are not on the Task Force, and the fact that certain changes made to statutes, regulations or administrative procedures would affect other industries regulated by DOT, DMV or other departments of state government. A narrow solution to the taxi industry problem might have repercussions that need to be examined in more depth of both time and expertise than current staffing of the DOT and DMV could provide at this time.

As a result, the subcommittee is recommending to the Task Force the referral of these "unresolved" issues to the Legislative Program Review and Investigations Committee (PRI) for an in-depth study. The scope of work for the proposed PRI study should include, but should not be limited to, research and discussion of the following operational, administrative and governance issues affecting the regulated industries in Connecticut. In some cases the issues may also need to be reviewed and/or referred to appropriate committees of cognizance of the General Assembly.

Operational Issues: These issues will require changes to statutes.

- Child Car Safety Seats - In order for taxis to comply with the law they essentially need six different kinds of car-seats to be available.
- Seat Belt use by drivers and passengers
- Cell phone use by drivers

Administrative Issues: These issues could be resolved by administrative action but require significant further study before actions can be taken.

- Clear definitions of public convenience and necessity - The industry needs better definition of what is expected of new applicants, as well as of applicants for additional permits. The state needs to interpret those requirements consistently. The PRI study should examine how other taxi regulatory bodies around the country handle this issue.

- If the "party" status issue for permit holders at hearings cannot be resolved by DOT within a reasonable time period, PRI should add this to their scope of issues to be researched and addressed. Similarly, if the driver infractions issue requires further legislative action, PRI should add this issue to their scope.
- PRI should also assess the success of the actions included in the separate white paper on Administrative Actions.

Governance Issues: There is an entire universe of issues revolving around oversight of the regulated passenger industries in the state. It was quite clear that this Task Force and the subcommittee were probing areas that affected all the regulated industries and were raising questions that could result in an administrative oversight function that needed to be better coordinated than the multi-jurisdictional situation that currently exists. While some of the solutions proposed or issues resolved could be done by better interdepartmental coordination, it was clear that some issues were going to be difficult or impossible to address without wholesale reorientation of functions among all of the departments involved.

For this reason the subcommittee believes that the PRI study should examine broad governance issues including the feasibility of creating what could be generically described as a Taxi and Limousine Commission (TLC). We believe Rhode Island may be the only state with such a statewide organization but there are many examples of such Commissions in cities large and small around the country. Building upon that type of TLC structure for Connecticut could improve accountability of the state's regulation of the industry, improve quality of service provided by the industry and better protect the public interest and public safety.

### **Final Administrative Recommendations**

**PLAN A** (No legislative action required, except for additional positions and funding)

- a. All transfer registrations, and sub-registrations (lost or stolen plates) including database entry, to be handled solely by DMV.  
STAFFING: This will require one (1) DMV Motor Vehicle Examiner/Specialist position.  
PROCESS: Sub-registrations will require reviews of audit approvals, stock issues, etc.  
PROCESS: DOT will pre-specify a particular series of plate numbers to be used by DMV for sub-registration only.
- b. Inspections - All initial taxicab inspections and investigations of matters related to taxicabs will be performed by two dedicated DMV inspectors. DMV will provide alternate taxicab inspection sites, e. g., Old Saybrook, Winsted, and Willimantic with reservations.  
STAFFING: In addition to the process described under inspections in plan A, this will require two (2) Motor Vehicle Inspector positions within the DMV.

- c. Joint Investigation & Enforcement - A DOT transit inspector, the dedicated DMV inspectors will work on joint inspection and enforcement efforts of taxicab meters, fare inspections, on-site and mobile vehicle equipment inspections, operator license reviews, unlicensed operators, and investigations relative to the taxicab industry.

STAFFING: This will require one (1) Public Transit Inspector position within the DOT.

- d. Updating and revamping of the BCP system prior to any implementation of registration handling solely by DMV.

PROCESS: Funding will be necessary for updating and revamping the system.

- e. The Department of Consumer Protection will review policies and procedures for allowing DMV/DOT inspectors authority for redlining taxicabs with unsealed meters. DOT will notify DCP on joint inspections for taxicab meter enforcement. ( If interagency agreements among all agencies can be reached, this option will be implemented ahead of the full implementation of Plan A.)

**PLAN B** (No legislative action, additional staff, or additional funding required)

- a. All taxicab "transfer" registrations to be processed solely by DMV.

PROCESS: Once per day DMV will fax to DOT all transfer registrations performed. All transactions performed will be forwarded for data entry to be performed by DOT.

- b. Initial taxicab inspections (including non-standard vehicles, i.e. vans, station wagons, SUVs) will be handled solely by DMV.

PROCESS: DMV will revise their current taxicab inspection procedures to include additional equipment criteria as specified by DOT taxicab regulations for non-standard taxicabs and Department of Consumer Protection regulations relative to meters.

## Appendix B

<b>Table B-1. Taxicab and Livery Vehicle Applications and Various Requirements.</b>			
<b>Application Type:</b>	<b>Fee:</b>	<b>Hearing Required?</b>	<b>Fiscal Analysis Required?</b>
<b>For Taxicabs</b>			
Application for new taxicab authority	\$88	Yes	Yes
Application for total/partial taxicab authority (sale and transfer application)	\$88	No	Yes
Application for temporary taxicab authority	\$88	No	No
Application for one additional taxicab expedited	\$88	No	No
<b>For General Livery Vehicles</b>			
Application for new intrastate livery authority	\$200	Yes No	Yes
Application for the Transfer of the Authority to Operate Motor Vehicles in Livery Service	\$200	No	Yes
Application for approval of total sale/partial sale or transfer of intrastate livery authorization	\$200	No	Yes
Application for approval or temporary authority of livery transportation pursuant to C.G.S. Sec. 13b-104	\$200	No	No
Application for up to two additional vehicles in intrastate livery service expedited	\$200	No	No
<b>For Medical Livery (Governmental) Vehicles</b>			
Application for new governmental livery services	\$200	Yes	Yes
Application for approval of temporary authority of livery transportation for service under contract pursuant to C.G.S. Secs. 13b-103(3)(A) and 13b-104	\$200	No	No
Source: Department of Transportation Regulatory and Compliance Unit.			

**Appendix C**  
**Taxicab Services in Connecticut Towns**

<b>Town</b>	<b>Does Town Have Taxi Service?</b>	<b>No. of Companies (Certificates)</b>	<b>Certificate Number</b>
Bethany	No	0	n/a
Bethlehem	No	0	n/a
Bridgewater	No	0	n/a
Brooklyn	No	0	n/a
Canaan	No	0	n/a
Colebrook	No	0	n/a
Cornwall	No	0	n/a
Easton	No	0	n/a
Goshen	No	0	n/a
Hampton	No	0	n/a
Litchfield	No	0	n/a
Lyme	No	0	n/a
Middlebury	No	0	n/a
Morris	No	0	n/a
New Fairfield	No	0	n/a
Norfolk	No	0	n/a
North Canaan	No	0	n/a
Prospect	No	0	n/a
Salisbury	No	0	n/a
Scotland	No	0	n/a
Sharon	No	0	n/a
Sherman	No	0	n/a
Warren	No	0	n/a
Willington	No	0	n/a
Winchester	No	0	n/a
Wolcott	No	0	n/a
Ansonia	Yes	1	1112
Ashford	Yes	1	1078
Barkhamsted	Yes	1	1144
Beacon Falls	Yes	1	1112
Bethel	Yes	1	1115
Brookfield	Yes	1	1185
Burlington	Yes	1	1144
Canterbury	Yes	1	644
Chaplin	Yes	1	644
Cheshire	Yes	1	1159
Chester	Yes	1	1121
Clinton	Yes	1	1184
Columbia	Yes	1	644
Deep River	Yes	1	1121
Derby	Yes	1	1112
Durham	Yes	1	1097
East Granby	Yes	1	1078

<b>Town</b>	<b>Does Town Have Taxi Service?</b>	<b>No. of Companies (Certificates)</b>	<b>Certificate Number</b>
East Lyme	Yes	1	68
Eastford	Yes	1	1078
Essex	Yes	1	1121
Fairfield	Yes	1	1040
Griswold	Yes	1	644
Hartland	Yes	1	1144
Harwinton	Yes	1	1144
Kent	Yes	1	1116
Killingly	Yes	1	1078
Killingworth	Yes	1	1097
Mansfield	Yes	1	644
Meriden	Yes	1	86
Middlefield	Yes	1	1097
Monroe	Yes	1	1112
Naugatuck	Yes	1	107
New Hartford	Yes	1	1144
New Milford	Yes	1	1116
North Branford	Yes	1	86
Old Lyme	Yes	1	68
Old Saybrook	Yes	1	1121
Orange	Yes	1	99
Oxford	Yes	1	1112
Plainfield	Yes	1	644
Plainville	Yes	1	1144
Plymouth	Yes	1	1144
Pomfret	Yes	1	1078
Putnam	Yes	1	1078
Redding	Yes	1	1115
Ridgefield	Yes	1	1115
Roxbury	Yes	1	1116
Seymour	Yes	1	1112
Shelton	Yes	1	1112
Southbury	Yes	1	107
Southington	Yes	1	1144
Sterling	Yes	1	644
Thompson	Yes	1	1078
Torrington	Yes	1	1161
Trumbull	Yes	1	1154
Voluntown	Yes	1	644
Washington	Yes	1	1116
Watertown	Yes	1	107
Westbrook	Yes	1	1121
Weston	Yes	1	284
Wilton	Yes	1	284
Windham	Yes	1	644
Woodbridge	Yes	1	86

<b>Town</b>	<b>Does Town Have Taxi Service?</b>	<b>No. of Companies (Certificates)</b>	<b>Certificate Number</b>
Woodbury	No	1	1116
Woodstock	Yes	1	1078
Andover	Yes	2	1181, 1144
Bolton	Yes	2	1181, 1144
Bridgeport	Yes	2	225, 1154
Bristol	Yes	2	1093, 1144
Colchester	Yes	2	23, 1097
Coventry	Yes	2	1181, 1144
Danbury	Yes	2	1135, 1115
Darien	Yes	2	1157, 1124
East Haddam	Yes	2	1179, 1099
East Hampton	Yes	2	1179, 1097
Ellington	Yes	2	1066, 1078
Greenwich	Yes	2	1134, 93
Guilford	Yes	2	1184, 86
Haddam	Yes	2	1121, 1097
Hebron	Yes	2	1179, 1097
Lebanon	Yes	2	1179, 1097
Madison	Yes	2	1121, 1184
Marlborough	Yes	2	1179, 1097
Milford	Yes	2	99, 1149
Newtown	Yes	2	1115, 107
North Haven	Yes	2	86, 1206
North Stonington	Yes	2	644, 1147
Salem	Yes	2	1179, 1097
Stratford	Yes	2	225, 1154
Thomaston	Yes	2	644, 1144
Tolland	Yes	2	1066, 1078
Wallingford	Yes	2	1194, 86
Waterbury	Yes	2	107, 68
Westport	Yes	2	1174, 284
Berlin	Yes	3	1097,1203,1
Branford	Yes	3	1149, 1206, 86
Glastonbury	Yes	3	1118, 1138, 1024
Ledyard	Yes	3	644, 1147, 68
Montville	Yes	3	1151, 644, 68
New Britain	Yes	3	1185, 1203, 1
New Canaan	Yes	3	1148, 197, 1094
Norwalk	Yes	3	1186, 1119, 899
Union	Yes	3	1095, 1144, 1180
Avon	Yes	4	1181, 1078, 1093, 1144
Bozrah	Yes	4	644, 1170, 95, 68
Canton	Yes	4	1181, 1078, 1093, 1144
Franklin	Yes	4	644, 1170, 95, 68
Lisbon	Yes	4	644, 1170, 95, 68
Middletown	Yes	4	1118, 1097, 1138, 1024



<b>Town</b>	<b>Does Town Have Taxi Service?</b>	<b>No. of Companies (Certificates)</b>	<b>Certificate Number</b>
Norwich	Yes	4	644, 1170, 95, 68
Portland	Yes	4	1118, 1097, 1138, 1024
Preston	Yes	4	644, 1170, 95, 68
Sprague	Yes	4	644, 1170, 95, 68
Stafford	Yes	4	1066, 1095, 1144, 1180
Stamford	Yes	4	223, 1200, 1065, 1182
Cromwell	Yes	5	1118, 1097, 1138, 1024, 1143
Somers	Yes	5	1167, 1066, 1097, 1012, 1098
Stonington	Yes	5	493, 75, 1147, 95, 68
Suffield	Yes	5	1167, 1066, 1097, 1012, 1098
East Haven	Yes	6	1160, 99, 1149, 1173, 1206, 86
Waterford	Yes	6	1151, 493, 75, 644, 95, 68
Groton	Yes	8	1151, 493, 75, 644, 1147, 95, 107, 68
New London	Yes	8	1151, 493, 75, 644, 1147, 95, 107, 68
West Haven	Yes	9	1160, 1163, 99, 1149, 1169, 1173, 1206, 1178, 86
Hamden	Yes	10	1160, 1199, 1163, 1159, 1169, 1173, 1155, 1206, 1178, 86
Windsor Locks	Yes	10	1188, 1167, 1066, 1198, 1187, 1192, 1145, 1012, 1190, 1
New Haven	Yes	14	1160, 1199, 1163, 99, 1159, 1205, 1149, 1169, 1173, 1155, 1206, 1178, 86, 240
Bloomfield	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
East Hartford	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
East Windsor	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
Enfield	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
Farmington	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165

<b>Town</b>	<b>Does Town Have Taxi Service?</b>	<b>No. of Companies (Certificates)</b>	<b>Certificate Number</b>
<b>Granby</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Manchester</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Newington</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Rocky Hill</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Simsbury</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Vernon</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>West Hartford</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Wethersfield</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165
<b>Windsor</b>	Yes	37	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165

<b>Town</b>	<b>Does Town Have Taxi Service?</b>	<b>No. of Companies (Certificates)</b>	<b>Certificate Number</b>
<b>South Windsor</b>	Yes	38	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165, 1189
<b>Hartford</b>	Yes	40	1164, 1167, 1066, 1176, 1118, 1179, 1101, 1084, 1153, 1202, 1045, 1177, 1145, 1097, 1012, 1162, 1106, 1194, 1168, 1107, 1091, 1195, 24, 1181, 1078, 1100, 1152, 1105, 1024, 1080, 1196, 1102, 1093, 1144, 1, 1098, 1165, 1197, 1204, 1191
Source: PRI staff analysis based on DOT RCIS Carrier Report, May 15, 2008			

# Appendix D

## TAXI RATES EFFECTIVE 06/07

<u>LOCATION</u>	<u>DROP</u>	<u>TRAVEL</u>	<u>TIME</u>	<u>DATE</u>
ANDOVER	2.25 1/9	.25 1/9	.25/29	06-10
ANSONIA	1.75 1/10	.30 1/10	.30/35	97-11
ASHFORD	2.25 1/9	.25 1/9	.25/29	06-10
AVON	2.25 1/9	.25 1/9	.25/29	06-10
BARKHAMSTED	2.25 1/9	.25 1/9	.25/29	06-10
BEACON FALLS	1.75 1/10	.30 1/10	.30/35	97-12
BERLIN	2.25 1/9	.25 1/9	.25/29	06-10
BETHANY	2.00 1/8	.25 1/8	.25/36	00-11
BETHEL	2.25 1/9	.25 1/9	.25/29	06-05
BETHLEHEM	2.00 1/8	.25 1/8	.25/36	00-11
BLOOMFIELD	2.25 1/9	.25 1/9	.25/29	06-10
BOLTON	2.25 1/9	.25 1/9	.25/29	06-10
BOZRAH	2.25 1/9	.25 1/9	.25/29	06-09
BRANFORD	2.25 1/9	.25 1/9	.25/29	04-10
BRIDGEPORT	2.25 1/9	.25 1/9	.25/29	04-10
BRIDGEWATER	2.00 1/8	.25 1/8	.25/36	00-11
BRISTOL	2.25 1/9	.25 1/9	.25/29	06-10
BROOKFIELD	2.25 1/9	.25 1/9	.25/29	06-05
BROOKLYN	2.00 1/8	.25 1/8	.25/36	00-11
BURLINGTON	2.00 1/9	.25 1/9	.25/29	06-10
CANAAN	2.00 1/8	.25 1/8	.25/36	00-11
CANTERBURY	2.25 1/9	.25 1/9	.25/29	00-06
CANTON	2.25 1/9	.25 1/9	.25/29	06-10
CHAPLIN	2.25 1/9	.25 1/9	.25/29	06-09
CHESHIRE	2.25 1/9	.25 1/9	.25/29	04-10
CHESTER	2.00 1/9	.25 1/9	.25/29	06-10
CLINTON	2.00 1/8	.25 1/8	.25/36	00-09
COLEBROOK	2.00 1/8	.25 1/8	.25/36	00-11
COLCHESTER	2.25 1/9	.25 1/9	.25/29	06-10
COLUMBIA	2.25 1/9	.25 1/9	.25/29	06-09
CORNWALL	2.00 1/8	.25 1/8	.25/36	00-11
COVENTRY	2.25 1/9	.25 1/9	.25/29	06-10
CROMWELL	2.25 1/9	.25 1/9	.25/29	06-10
DANBURY	2.25 1/9	.25 1/9	.25/29	06-05
DARIEN	3.00 1/10	.25 1/10	.25/29	01-07
DEEP RIVER	2.25 1/9	.25 1/9	.25/29	06-10
DERBY	1.75 1/10	.30 1/10	.30/35	97-11
DURHAM	2.25 1/9	.25 1/9	.25/29	06-10
E. HAMPTON	2.25 1/9	.25 1/9	.25/29	06-10

**TAXI RATES EFFECTIVE 06/07**

<b><u>LOCATION</u></b>	<b><u>DROP</u></b>	<b><u>TRAVEL</u></b>	<b><u>TIME</u></b>	<b><u>DATE</u></b>
EASTFORD	2.25 1/9	.25 1/9	.25/29	06-10
E. GRANBY	2.25 1/9	.25 1/9	.25/29	06-10
E. HADDAM	2.25 1/9	.25 1/9	.25/29	06-10
E. HARTFORD	2.25 1/9	.25 1/9	.25/29	06-10
E. HAVEN	2.25 1/9	.25 1/9	.25/29	04-10
E. LYME	2.00 1/8	.25 1/8	.25/36	00-06
E. WINDSOR	2.25 1/9	.25 1/9	.25/29	06-10
EASTON	2.00 1/8	.25 1/8	.25/36	00-11
ELLINGTON	2.25 1/9	.25 1/9	.25/29	06-10
ENFIELD	2.25 1/9	.25 1/9	.25/29	06-10
ESSEX	2.00 1/9	.25 1/9	.25/29	06-10
FAIRFIELD	2.50 2/10	.20 1/10	.20/30	01-04
FARMINGTON	2.25 1/9	.25 1/9	.25/29	06-10
FRANKLIN	2.25 1/9	.25 1/9	.25/29	2006
GLASTONBURY	2.25 1/9	.25 1/9	.25/29	06-10
GOSHEN	2.00 1/8	.25 1/8	.25/36	00-11
GRANBY	2.25 1/9	.25 1/9	.25/29	06-10
GREENWICH	3.00 1/10	.25 1/10	.25/29	01-07
GRISWOLD	2.25 1/9	.25 1/9	.25/29	06-09
GROTON	2.25 1/9	.25 1/9	.25/29	2006
GUILFORD	2.00 1/9	.25 1/9	.25/29	06-10
HADDAM	2.25 1/9	.25 1/9	.25/29	06-10
HAMDEN	2.25 1/9	.25 1/9	.25/29	04-10
HAMPTON	2.00 1/8	.25 1/8	.25/36	00-11
HARTFORD	2.25 1/9	.25 1/9	.25/29	06-10
HARTLAND	2.25 1/9	.25 1/9	.25/29	06-10
HARWINTON	2.25 1/9	.25 1/9	.25/29	06-10
HEBRON	2.25 1/9	.25 1/9	.25/29	06-10
KENT	2.00 1/8	.25 1/8	.25/36	00-07
KILLINGLY	2.25 1/9	.25 1/9	.25/29	06-10
KILLINGWORTH	2.25 1/9	.25 1/9	.25/25	06-10
LEBANON	2.25 1/9	.25 1/9	.25/29	06-10
LEDYARD	2.25 1/9	.25 1/9	.25/29	2006
LISBON	2.25 1/9	.25 1/9	.25/29	2006
LITCHFIELD	2.25 1/9	.25 1/9	.25/29	2006
LYME	2.00 1/8	.25 1/8	.25/36	00-11
MADISON	2.25 1/9	.25 1/9	.25/29	06-10
MANCHESTER	2.25 1/9	.25 1/9	.25/29	06-10
MANSFIELD	2.25 1/9	.25 1/9	.25/29	06-09

**TAXI RATES EFFECTIVE 06/07**

<b><u>LOCATION</u></b>	<b><u>DROP</u></b>	<b><u>TRAVEL</u></b>	<b><u>TIME</u></b>	<b><u>DATE</u></b>
MARLBOROUGH	2.25 1/9	.25 1/9	.25/29	06-10
MERIDEN	2.25 1/9	.25 1/9	.25/29	04-10
MIDDLEBURY	2.00 1/8	.25 1/8	.25/36	00-11
MIDDLEFIELD	2.25 1/9	.25 1/9	.25/29	06-10
MIDDLETOWN	2.00 1/9	.25 1/9	.25/29	06-10
MILFORD	2.00 1/8	.25 1/8	.25/36	99-12
MONROE	1.75 1/10	.30 1/10	.30/35	99-08
MONTVILLE	2.25 1/9	.25 1/9	.25/29	2006
MORRIS	2.00 1/8	.25 1/8	.25/36	00-11
NAUGATUCK	2.00 1/8	.25 1/8	.25/36	00-06
NEW BRITAIN	2.25 1/9	.25 1/9	.25/29	06-10
NEW CANAAN	3.0 1/10	.25 1/10	.25/29	01-07
NEW FAIRFIELD	2.00 1/9	.25 1/9	.25/29	2006
NEW HARTFORD	2.25 1/9	.25 1/9	.25/29	06-10
NEW HAVEN	2.25 1/9	.25 1/9	.25/29	04-10
NEW LONDON	2.25 1/9	.25 1/9	.25/29	2006
NEW MILFORD	2.25 1/9	.25 1/9	.25/29	2006
NEWINGTON	2.25 1/9	.25 1/9	.25/29	06-10
NEWTOWN	2.25 1/9	.25 1/9	.25/29	2006
NORFOLK	2.00 1/8	.25 1/8	.25/36	00-11
NO. BRANFORD	2.25 1/9	.25 1/9	.25/29	04-10
NO. CANAAN	2.00 1/8	.25 1/8	.25/36	00-11
NO. GRANBY	2.25 1/9	.25 1/9	.25/29	06-10
NO. HAVEN	2.25 1/9	.25 1/9	.25/29	04-10
NO. STONINGTON	2.25 1/9	.25 1/9	.25/29	2006
NORWALK	2.75 1/9	.25 1/9	.25/34	01-07
NORWICH	2.25 1/9	.25 1/9	.25/29	2006
OLD LYME	2.00 1/8	.25 1/8	.25/36	00-09
OLD SAYBROOK	2.25 1/9	.25 1/9	.25/29	06-10
ORANGE	2.00 1/8	.25 1/8	.25/36	00-11
OXFORD	1.75 1/10	.30 1/10	.30/35	97-11
PLAINFIELD	2.00 1/8	.25 1/8	.25/36	00-06
PLAINVILLE	2.25 1/9	.25 1/9	.25/29	06-10
PLYMOUTH	2.25 1/9	.25 1/9	.25/29	06-10
POMFRET	2.25 1/9	.25 1/9	.25/29	06-10
PORTLAND	2.25 1/9	.25 1/9	.25/29	06-10
PRESTON	2.25 1/9	.25 1/9	.25/29	06-09
PROSPECT	2.00 1/8	.25 1/8	.25/36	00-11
PUTNAM	2.25 1/9	.25 1/9	.25/29	06-10

REDDING                      2.25 1/9    .25 1/9    .25/29                      06-05  
TAXI RATES EFFECTIVE 06/07

<u>LOCATION</u>	<u>DROP</u>	<u>TRAVEL</u>	<u>TIME</u>	<u>DATE</u>
RIDGEFIELD	2.25 1/9	.25 1/9	.25/29	06-05
ROCKY HILL	2.25 1/9	.25 1/9	.25/29	06-10
ROXBURY	2.00 1/8	.25 1/8	.25/36	00-07
SALEM	2.25 1/9	.25 1/9	.25/29	06-10
SALISBURY	2.00 1/8	.25 1/8	.25/36	00-11
SCOTLAND	2.00 1/8	.25 1/8	.25/36	00-11
SEYMOUR	1.75 1/10	.30 1/10	.30/35	97-11
SHARON	2.00 1/8	.25 1/8	.25/36	00-11
SHELTON	1.75 1/10	.30 1/10	.30/35	97-11
SHERMAN	2.00 1/8	.25 1/8	.25/36	00-11
SIMSBURY	2.25 1/9	.25 1/9	.25/29	06-10
SOMERS	2.25 1/9	.25 1/9	.25/29	06-10
SO. WINDSOR	2.25 1/9	.25 1/9	.25/29	06-10
SOUTHBURY	2.00 1/8	.25 1/8	.25/36	00-06
SOUTHINGTON	2.25 1/9	.25 1/9	.25/29	06-10
SPRAGUE	2. 251/9	.25 1/9	.25/29	06-09
STAFFORD	2.25 1/9	.25 1/9	.25/29	06-10
STAMFORD	3.00 1/10	.25 1/10	.25/29	01-07
STERLING	2.25 1/9	.25 1/9	.25/29	06-09
STONINGTON	2.25 1/9	.25 1/9	.25/29	2006
STRATFORD	2.25 1/9	.25 1/9	.25/29	04-10
SUFFIELD	2.25 1/9	.25 1/9	.25/29	06-10
THOMASTON	2.25 1/9	.25 1/9	.25/29	06-10
THOMPSON	2.25 1/9	.25 1/9	.25/29	06-10
TOLLAND	2.25 1/9	.25 1/9	.25/29	06-10
TORRINGTON	2.00 1/8	.25 1/8	.25/36	00-11
TRUMBULL	2.25 1/9	.25 1/9	.25/29	04-10
UNION	2.25 1/9	.25 1/9	.25/29	06-10
VERNON	2.25 1/9	.25 1/9	.25/29	06-10
VOLUNTOWN	2.25 1/9	.25 1/9	.25/29	06-09
WALLINGFORD	2.25 1/9	.25 1/9	.25/29	04-10
WARREN	2.00 1/8	.25 1/8	.25/36	00-11
WASHINGTON	2.00 1/8	.25 1/8	.25/36	00-07
WATERBURY	2.00 1/8	.25 1/8	.25/36	00-06
WATERFORD	2.25 1/9	.25 1/9	.25/29	2006
WATERTOWN	2.00 1/8	.25 1/8	.25/36	00-06
W. HARTFORD	2.25 1/9	.25 1/9	.25/29	06-10
W. HAVEN	2.25 1/9	.25 1/9	.25/29	04-10

**TAXI RATES EFFECTIVE 06/07**

<b><u>LOCATION</u></b>	<b><u>DROP</u></b>	<b><u>TRAVEL</u></b>	<b><u>TIME</u></b>	<b><u>DATE</u></b>
WESTBROOK	2.25 1/9	.25 1/9	.25/29	06-10
WESTON	3.00 1/10	.25 1/10	.25/29	01-07
WESTPORT	3.00 1/10	.25 1/10	.25/29	2007
WETHERSFIELD	2.25 1/9	.25 1/9	.25/29	06-10
WILLINGTON	2.00 1/8	.25 1/8	.25/36	00-11
WILTON	3.00 1/10	.25 1/10	.25/29	01-07
WINCHESTER	2.00 1/8	.25 1/8	.25/36	00-11
WINDHAM	2.25 1/9	.25 1/9	.25/29	06-09
WINDSOR	2.25 1/9	.25 1/9	.25/29	06-10
WINDSOR LOCKS	2.25 1/9	.25 1/9	.25/29	06-10
WOLCOTT	2.00 1/8	.25 1/8	.25/36	00-11
WOODBIDGE	2.25 1/9	.25 1/9	.25/29	04-10
WOODBURY	2.00 1/8	.25 1/8	.25/36	00-07
WOODSTOCK	2.25 1/9	.25 1/9	.25/29	06-10

Source: DOT Regulatory and Compliance Unit.